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FAQ – Frequently Asked Questions - Bosch Secure Truck Parking

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Q: What do the icons in the area description stand for?

A:



Fence: The fencing can vary from parking area to parking area (e.g. in height, material, etc.).



Lighting: Depending on the parking area the lighted areas can vary. It is possible that only specific parts of the parking area are lighted at certain times.



Gate: This can be a gate, barrier or other types of access restrictions at entry and exit of the parking area.



Restricted vehicle access: The parking area is enclosed by e.g. a ditch, boulders, a fence, hedge or similar obstacles.



Restricted walk access: Persons can only access the parking area through specific gates, doors, revolving doors, turnstiles or similar. Legitimation may be necessary.



CCTV recording: The parking area operator has equipped all or specific sections with surveillance cameras and records all or specific video images at his own discretion. Bosch cannot guarantee a minimum holding period or quality of the recordings. Bosch has no influence on whether or not the parking area is surveilled consistently.



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CCTV: The parking area operator has equipped all or specific sections with surveillance cameras. There is no recording of the video images. The video images are not constantly monitored and might only serve the parking area operator as surveillance of his own site, equipment and/or similar facilities.



Guard (24 hours): Inspection can be done via on-site personnel, remote service via video monitoring or other measures taken by the parking area operator. Which areas are inspected how often and through which measures can vary from parking area to parking area.



Certificate existing: The parking area underwent a third party certification. Which type of certificate has been acquired can be found in the parking area description. The validity of the certificate cannot be guaranteed by Bosch.



Showers: Showers are present at the parking area or within walking distance. These can be subject to additional charges.



Parking fee: Parking on the parking area is subject to charges. Reservations or other additional services can cause further fees. The fees can vary from parking area to parking area.



Truck service: A truck service facility is present at the parking area or close-by. Bosch cannot provide information about the service offers, availability and/or charges.



Accommodation: An accommodation facility is present at the parking area or within walking distance. Bosch cannot provide information about the availability, provisions and/or charges.



WiFi Access: A wireless internet connection can be used at the parking area with your mobile devices. This service can be subject to charges. Depending on the parking area, the connection may be limited to specific sites or internet offers.



Truck wash: A truck wash facility is present at the parking area or close-by. Bosch cannot provide information about the service offers, availability and/or charges.



Open 24/7: Generally, the parking area is opened 24/7. Entry can be refused by the parking area operator for different reasons, e.g. no available parking spots, closed due to maintenance, etc.



Restaurant: A restaurant, diner or other kind of eating place is present at the parking area or within walking distance. Bosch has no information about the offers, availability and/or charges.



Toilets: Toilets are present at the parking area or within walking distance.



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Gas station: A gas station is present at the parking area or close-by. Bosch cannot provide information about the offers, availability and/or charges.



De-Minimis: The parking area is, by its own account, in compliance with the BAG ('Bundesamt für Güterverkehr', german Federal Office for freight traffic) requirements for the promotion of secure parking.



Registered driver restriction: Drivers, forwarding companies, carriers and other parking customers have to register with the service to be able to use this parking area. The required registration information can vary and the verification of the registration information is not subject to standardized criteria.



Fleet card: (currently, there is no bookable parking area with fleet card access)



License plate: To enter or exit the parking area the license plate (usually the license plate of the tractor) needs to be machine-readable and placed at a common position at the front of the vehicle. In particular cases the license plate of the trailer can be required.



QR Code: To enter or exit the parking area the driver needs the QR code that has been sent with the reservation confirmation. The QR code can be presented at the parking area in electronical form (e.g. on a smartphone) or on paper (e.g. as print-out) and has to be machine-readable.



RFID: (currently, there is no bookable parking area with RFID access)



Reception Parking: To enter or exit the parking area the driver needs to check in and out at the parking area. The operator staff can insist on the driver presenting certain documents (e.g. the driver's ID card). If the required documents cannot be presented or do not match the reservation information, the operator can deny access to the parking area.



Barrier opening via web link: To enter or exit the parking area the driver needs an internet-ready mobile device and initiate the opening of the barrier via a web link.

All information on the parking areas are based on publicly available sources and/or obtained from the parking area operator. Therefore, Bosch cannot guarantee the completeness and/or accuracy of the information.



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Q: What do the different pin colors on the map stand for?

A:



The parking area is not bookable and there is no occupancy data available.



The parking area is bookable and has free capacities for the selected timeframe.



The parking area is bookable and few capacities are available for the selected timeframe.



The parking area is not bookable because there are no available bookable parking spots for the selected timeframe.

Q: How do I know on which parking areas I can book a parking spot?

A: Bookable parking areas show a „Reserve“ button. You can find the bookable parking areas using the filter function.

Q: Why can't I book a parking spot on the selected parking area?

A: A parking area cannot be booked when e.g. the selected timeframe is outside of the opening hours, there is no available parking spot for the selected time, you are not authorized to book the parking area or the like.

Q: Can I change or cancel a reservation?

A: Generally, a reservation can be cancelled before the reservation period begins. Depending on the parking area a shorter cancellation time might apply. Changes of the reservation, e.g. reservation time or license plate, can usually be made before the reservation period begins.

Q: The barrier does not open. What can I do?

A: At parking areas with barriers connected to electronic access control the barrier might on rare occasions not open immediately or not open at all. This can have various reasons. Please check the following criteria before you contact the parking area operator:

- Please check whether you and your vehicle arrived at the parking area at the reserved time.
- Please ensure that the license plate at the front of your vehicle is readable and matches the license plate in your reservation.
- Depending on the parking area it may be possible to enter your PIN code or license plate manually at the terminal.

In case this advice does not lead to the opening of the barrier, please contact the parking area operator.



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Q: What happens when I'm late for my reservation?

A: Generally, you can enter the parking area with your vehicle at any time during the reservation period. Nevertheless, the parking areas can define differing entry windows (e.g. maximum 1 hour before reservation time and/or 2 hours after reservation time).

Q: What happens when I stay longer on the parking area than my reservation states?

A: If you stay longer on the parking area than your reserved exit time, additional fees (e.g. additional parking fees for the extension or penalties for violation of the opening hours) can occur.

Q: Can I leave the parking area with my vehicle during the reservation time?

A: Generally, you can enter and leave the parking area with your vehicle only once during the reservation period. That means that your reservation will be closed as soon as you leave the parking area with your vehicle and another entry is not possible.

Q: What happens when the parking area operator cancels my reservation?

A: In case of a cancellation by the parking area operator or Bosch, the user who made the reservation will receive a cancellation notification via e-mail. There will be no fees for the user.

More questions?

Feel free to contact us: support.truckparking@bosch.com