

# Garages and Parking Lots Tips

## Check a business' license status and complaint history

A DCWP Parking Garage or Lot license is required to operate a business that can hold five or more vehicles, is open to the public, and charges for parking. DCWP currently licenses more than 1,600 parking lots and garages around New York City.

When looking for a parking lot and garage, whether through an app or in person, use [DCWP's License Lookup Tool](#) to make sure a business is licensed with DCWP before using them.

## Look for signs

Signs must be posted conspicuously at each public entrance and include each of the following: Business name, business address, DCWP license number, vehicle capacity as shown on the DCWP license, minimum number of bicycle parking spaces required by law (if vehicle capacity is more than 50 cars), and business hours.

If a garage or parking lot is full, a sign stating "Capacity Full" in letters at least 6-inch-high must be posted at each public entrance to let customers know.

## Look for prices

Many garages and parking lots charge different rates based on the time of day; make sure to check for day and night rates if there are any, as separate rate signs must be posted next to each other.

Ask for and keep receipts.

Garages and parking lots may charge for fractional or hourly periods, check rate sign which must list the total and maximum charges for the period. For example: Up to 1 hour: \$ . . . . Up to 2 hours: \$ . . . . Maximum: . . . . Hours: . . . . Or Maximum: 6 a.m. to 7 p.m. . . .

If different rates are charged for certain days of the week or for special occasions, they must post those rates directly under the regular rate sign, or on a separate sign next to the regular rate sign.

## Garages and parking lots must protect your property.

Garages and parking lots must take care to prevent damage to customers' vehicles, bicycles, and personal property. They cannot post signs or make you sign any that waives their responsibility for damage.

## File a complaint

DCWP urges consumers to report unlicensed garages and also file a complaint if they have a problem with a garage or lot at [DCWP's website](#) or by calling 311.