

Terms & Conditions for Sterling Car Park Facilities

1. The Parking Company

Sterling Car Park is a parking services company provided by Sterling Car Hire S.L.
CIF: B92914753.

2. Sterling Car Park Obligations

Sterling Car Park will take care of your vehicle for the period you have booked. All prices include VAT.

Our Málaga parking premises are insured in the name of Sterling Car Hire S.L. We offer fully-comprehensive insurance for the protection and safety of vehicles while parked in the car parking premises, theft, fire, vandalism etc. Clients are responsible for any personal items or goods left within their vehicles while parked at Sterling Car Park. Contents insurance is not the responsibility of Sterling Car Park.

Sterling Car Park do not take any responsibility for batteries, locks, windows, mechanical failures or any other mechanical malfunctions while parked.

Please note, your vehicle is not covered for incidents outside the control of Sterling Car Park which include:

- Incidents outside our control or incidents for which you have not arranged insurance / excess cover
- Mechanical failures
- Terrorism, catastrophe or criminal activity
- Any deterioration in the vehicle's condition while at Sterling Car Park facilities
- Claims you make after leaving Sterling Car Park

3. Drop off Procedures

You must:

- Hand the vehicle over to us in a roadworthy, safe and legal condition with up-to-date insurance
- Leave the keys to your vehicle, so we can move your car if necessary
- Inform us about any vehicle immobiliser, automatic security feature or modification for a disability
- Remove all your belongings from the vehicle
- Check your vehicle carefully with us. Any damage will be registered.

4. Pick up Procedures

You must:

- Notify Sterling Car Park at least 24 hrs prior to collecting your vehicle. If you fail to do this, you will incur a charge of 20€. Cars that require a valet service need to be pre-booked at least 48hrs in advance with a confirmation from Sterling Car Park, if NOT an additional fee of 20€ will be incurred. An additional night handling fee of 10€ is charged between 23.00 - 07.00
- Identify yourself as the owner of the vehicle by presenting your Sterling Car Park receipt
- Check your vehicle carefully with us before leaving and fill in a customer service report in the event of a possible claim

5. Complaints Procedures

Should your vehicle suffer damage or destruction or should you lose the vehicle while it is in the car park, you are requested to:

- Immediately inform one of our attendants of the occurrence
- In cases of theft, immediately inform the Police
- Notify your insurance company immediately

6. Moving and Re-location of Vehicles

Sterling Car Park reserves the right to move vehicles within the car park if necessary to avoid obstruction or for the more efficient arrangement of its parking facilities at the car park.

7. Disposal of Abandoned Vehicles

Sterling Car Park reserves the right to sell any vehicle which it reasonably believes to have been abandoned and shall be entitled to regard as abandoned any vehicle which not has been claimed at the end of the booked period.

Before proceeding with the disposal of abandoned vehicles, Sterling Car Park will:

- Make reasonable enquiries with a view to identifying and contacting the registered keeper of the vehicle in question
- Give 30 days' notice of its intention to do so to the registered keeper by post addressed to the registered keeper's last known address.
- Abandoned vehicles will be sold by auction whenever practicable and the proceeds of the sale will first be applied to any sums owing to Sterling Car Park by the customer, together with the expenses of the sale and in the case of such a sale, Sterling Car Park shall be entitled to charge reasonable garage charges in respect of the period during which the vehicles is in the possession of the company.
- Any balance of these sales proceeds remaining after payment of such sums shall be held by Sterling Car Park on behalf of the registered keeper of the vehicle and paid on proof of entitlement provided such proof has been produced within three months of the sale, otherwise the entitlement shall be lost.