



FIRE ISLAND TERMINAL, INC.

P.O. BOX 5311 - BAY SHORE, N.Y.11706 – 631.665.3600

2015 Season Parking FAQ

- **What will the price be?**
 - The price for 2015 season parking will be \$750.00 (\$685.31+\$64.69 NYS Sales Tax) and \$850 (\$776.69 + \$73.31 NYS Sales Tax) for oversized vehicles (any vehicle over 18 feet long). There is a processing fee of \$22.05 attached to the online payment method, thus making the totals **\$772.05** for standard vehicles, and **\$872.05** for all oversized vehicles.
- **Can I come to the Bay Shore office to fill out an application in person?**
 - Printed applications **will not** be available at the office. All applications must be submitted online.
- **Will I be able to complete the registration process from a smart phone or tablet?**
 - It is recommended that you complete the application process from a computer.
- **What if I am an Ocean Beach or Saltaire homeowner?**
 - Unless you are applying for a second parking spot for the household, this does not apply to you. Ocean Beach Homeowner applications will be mailed out in mid-December, and Saltaire applications will be handled by the Village of Saltaire.
- **I will be away on vacation during December, what should I do?**
 - This application will be accessible anywhere you have internet access.
- **Is the payment process secure?**
 - We will be using Stripe (stripe.com) as our payment processor for this application.
 - Stripe utilizes AES-256 encryption for all data pertaining to the payment process. As a component of stripes process, your credit card and information are never stored locally on our, fireislandferries.com, server. When entering your information, stripe creates an encrypted token that is then utilized to complete the process. At no point is your credit card information being stored or held in our databases.
 - Stripe is fully PCI compliant at the top level 1. This is the most stringent level of certification a provider can obtain.
 - For more information on Stripe's security protocols please visit <https://stripe.com/help/security>
- **How do I send my vehicle registration?**
 - Vehicle registrations are no longer required for this “miscellaneous” group of applications.
- **What if I am getting a new car and don't know what my new license plate will be?**
 - Please include your current or most recent vehicle information and license plate number with the application. If it changes prior to the start of the season, please call with updated information.
- **Should I call for confirmation once I have registered?**

- Once you have registered and paid for season parking, you will receive a confirmation e-mail. There is no need to contact us for a confirmation. If any issue arises with your application, we will contact you.
- **What if I don't have a beach phone number?**
 - If you do not have a land line phone at the beach, please provide us with a cell phone number.
- **I am getting a new vehicle before the season begins. What should I do?**
 - When you acquire your new vehicle, please take a moment to contact us with the updated information for that vehicle. (ie: license plate, make, model and color)
- **I am a Saltaire Homeowner, but prefer to park in the Main Terminal lot, as we take the Fair Harbor ferry the majority of the time.**
 - If this is the case, you should apply for this miscellaneous parking permit, and park in the Main Terminal lot. Please keep in mind that this pass will not be valid in the Saltaire parking lot.
- **What if I need more than one permit?**
 - For those seeking multiple parking spots, you will have to complete the application and payment process multiple times.
- **I will be doing this for someone else, what information will I need to complete this application?**
 - For those of you handling this for someone else, it is recommended that you have a copy of their vehicle registration, as it will have name, address, and vehicle information on it. You will also need a credit card for payment purposes.