

## PARKING INSTRUCTIONS FOR COMPLIMENTARY GUEST USE

We have an important update regarding the parking system at The Hotel at Arundel Preserve. The hotel has introduced a new parking management system operated by Metropolis. Please carefully review the following details to ensure a smooth parking experience during our event:

- **Parking Process Overview:**

- o **One-Time Registration:** To use the Metropolis parking system, complete a one-time registration. This process is straightforward and only takes a few minutes. Once registered, you will not need to go through the registration process again for future visits to the hotel.

- o **Arrival Notification:** After registration, drive into the hotel parking lot. The system will automatically recognize your vehicle, and you will receive a notification confirming your arrival. This feature is designed to streamline your entry and enhance your overall experience.

- o **Overnight Parking:** Upon arrival please provide license plate info to the front desk and they will manually create a digital pass for guests throughout their stay. This will allow access in and out of our garage without any disturbance.

**Event-Specific QR Codes:** During your event, we will provide QR codes for you to scan in the ballroom. Scanning the provided QR code will notify the Metropolis system that your vehicle is part of our event, allowing you to park without incurring fees.

**Exiting the Parking Facility:** You will drive out without additional steps once the event concludes. Your registration and the QR code scan will ensure a hassle-free exit.

- o **On-Site Assistance:** For those who have not registered for the Metropolis parking system before the event, front desk staff will be available in the event you need assistance registering. They can guide you through the registration process and answer any questions.

We appreciate your understanding as we transition to our new parking system and apologize for the short notice regarding this update. Your cooperation is greatly valued and will help us provide a smooth and enjoyable experience for your event.

If you encounter any issues with parking, please don't hesitate to contact our Front Office Manager, Mervat Ghonim, at [mervatg@thehotelarundel.com](mailto:mervatg@thehotelarundel.com) or call our front desk at 410-796-9830.

Thank you again — we look forward to welcoming you to the event

### **One-Time Sign-Up Process:**

Go to [www.metropolis.io/join](http://www.metropolis.io/join) or scan the qr code

Create your login

Add your name, phone, zip code, credit card and license plate(s)

Hotel in/out overnight parking is available

Parking Related Questions: [nsesero@metropolis.io](mailto:nsesero@metropolis.io)

Hours of Operation: **24/7**

