

FAQ:

1. What are your hours of operation?

Gate Ten Events and Parking is a 24 hour parking lot with 24 hour surveillance.

Office hours are Monday-Friday 7am-6pm

2. Do you have handicap parking?

We have some designated spots, however once these are sold out we park you on a first come first serve basis. We pride ourselves in taking care of the needs of everyone on the lot and will do our very best to help. We do have handicap accessible shuttles.

3. How do I receive my parking pass?

Once you have prepaid for a pass(es) you will receive a confirmation email. This email is what you will need to bring to the lot to show the attendant and then you will receive the properly colored pass. You can either print this email out or have it accessible on your phone.

4. How often do the shuttles run?

During big events shuttles will make loops every 12-15 mins, depending on traffic, from our lots to the Indiana Convention Center or downtown hotels. You will receive a card with the shuttle contact number.

Shuttles run from 630am- till an hour after your last event.*

*times will vary depending on events going on.

We do not shuttle to Lucas Oil Stadium.

5. Where is the drop off/ pick up location?

Shuttles will pick you up from a designated area on the parking lot, please ask lot attendants where this is when you arrive.

Convention Center Drop off/Pick up:

Shuttles will drop you off at the Maryland Street Entrance of the Convention Center, this is where they will also pick you up.

Local Downtown Hotels: (if you are not sure if your hotel is part of the route please call us)

Shuttles will pick up where they dropped you off at the hotel. Once you have called for shuttle pick up please make sure you are outside and ready for pick up.

6. Do you offer entry and exit privileges?

Yes, you can access your vehicle at all times and come and go as you please. Just be sure to have your parking pass on the dash so that the lot attendant can see it when you return.

7. How do I know what pass I need to buy?

We are a calendar lot (12am-12am), so you will need to buy a parking pass for the amount of days that your vehicle will be parked on the lot.