

Frequently Asked Questions (FAQ)

1. Q: How do I pay for my parking?

A: Payment Method (Cashless Parking Payment) at most of our locations.

Most of our parking facilities operate on a cashless payment system. The available payment methods may vary by location. Please refer to the payment information at the respective parking locations for the applicable payment options.

#	Payment Locations	Mode of payment	Remarks
1	At Exits (Exit panel)	• Touch 'n Go • Credit & Debit cards • SETEL	No minimum balance required
2	Autopay Stations (APS)	Key in car plate number at APS	APS applicable as listed in Item 9 (Seamless Exit)
3	Designated Pillars	Scan QR code at designated pillars near Suria entry/exit.	Seamless Exit

2. Q: Is there a car wash or car detailing service available?

A: Yes, car wash and car detailing services are available exclusively at Suria KLCC @PETRONAS Twin Towers.

Available at:

- **Level P2:** Pillars 5A–4A and 6A–8A
- **Level P3:** Pillars 10B–9B

3. Q: Where can I locate Ladies' Parking?

A: Ladies Parking is only available at Suria KLCC @PETRONAS Twin Towers and Menara Permata Sapura.

Ladies' Parking at Suria KLCC @PETRONAS Twin Towers.

- Ladies' Parking is **exclusively designated for single female drivers**.
- Located at **Basement Level P1 (Columns 6B–11B)**, with a capacity for **146 cars**.
- Security personnel are stationed at the entrance to ensure compliance.
- Parking bays are identifiable by **pink-coloured floors** and clear signages on every pillar.
- Directional signage is placed at strategic locations to guide drivers.

Ladies' Parking at Menara Permata Sapura.

- Located at basement level P2 – P5 with capacity for 50 bays.
- Parking bays are identifiable by **pink-coloured floors** and clear signages on every pillar.

4. Q: Do your parking facilities provide Electric Vehicle (EV) charging stations?

A: Yes. EV charging stations are available at two of our parking facilities:

1. Suria KLCC @ PETRONAS Twin Towers (PeTT)

- Premium Parking
- Season Parking areas provided by Gentari.

Location	Nearest Pillar
P2 – Season Area	12C & 13B
P3 – Season Area	12C & 13B
P4 – Season Area	6B

2. KL Convention Centre provided by Gentari.

5. Q: How much should I pay for charging my EV?

A: The charging fees and details are outlined below:

1. Charging Stations at Premium Parking

- **Parking Charges:** An additional fee of RM 10.00 per entry applies on top of the standard parking rates.
- **EV Charging:** Customers may enjoy complimentary EV charging at Premium Parking using the available AC sockets, provided they bring their own charging cable.
- **Access to Premium Parking:** From the main entrance, proceed to Level P2 and tap your payment card (Touch 'n Go, credit, or debit card) at the Premium Parking card reader to gain access.

2. Charging Stations at Gentari

- Customers are required to download the **JomCharge** or **Setel** mobile app to make payments for EV charging.



or



- EV charging stations provided by **Gentari (chargeable)** are available as follows:

Location	Total EV Stations	Type of Socket	Location	Nearest Pillar
Suria KLCC @ PETRONAS Twin Towers (PeTT)	13	AC	P2 – Season Area	12C & 13B
	10	AC	P3 – Season Area	12C & 13B
	4	DC	P4 – Season Area	6B
KL Convention Centre	6	AC	Concourse (near Centre Core)	F22

6. Business Hours and General Contacts

- **Office Hours:** Monday–Friday, 8:00 AM – 5:00 PM
- **Front Desk Hours:** Daily, 8:00 AM – 10:00 PM
- **Email:** klccparkingcare@klcc.com.my
- **Front Desk:** 03-2392 8448
- **24-Hour Hotline:** 03-2392 8585

7. Car Park Information, Rules and Regulations

- Customers and Season cardholders must park their vehicles strictly within the designated areas and bays.
- Violators will have their cars or motorcycles clamped at their own expense/cost. (*RM100.00 cars/ RM12.00 motorcycles*).
- Lost tickets will be imposed a fee of RM 100.00 (**Applicable only for Loading Dock**).
- The maximum vehicle height allowed at the basement Car Park is 2.1 meters. No vehicles exceeding 2.1 metres are permitted. Please follow the specific height specification guide signage to avoid vehicle damage.
- There is no grace period.