

# PARKING AT THE KBHCCD

Ace Parking is the Kay Bailey Hutchison Convention Center Dallas' (KBHCCD) parking service provider. Please review the information below in regard to parking procedures and pay station locations.

## PAY STATION INSTRUCTIONS

1. Upon entrance into the garage, push the button on the machine and pull your ticket.
2. Proceed to park your vehicle, **take your ticket with you**, remember to secure your belongings and lock your doors.
3. Enjoy your time at the KBHCCD!
4. When you are ready to leave, pay for your parking via one of the following options:
  - A. Pay Station
  - B. At the Exit

## NEED ASSISTANCE?

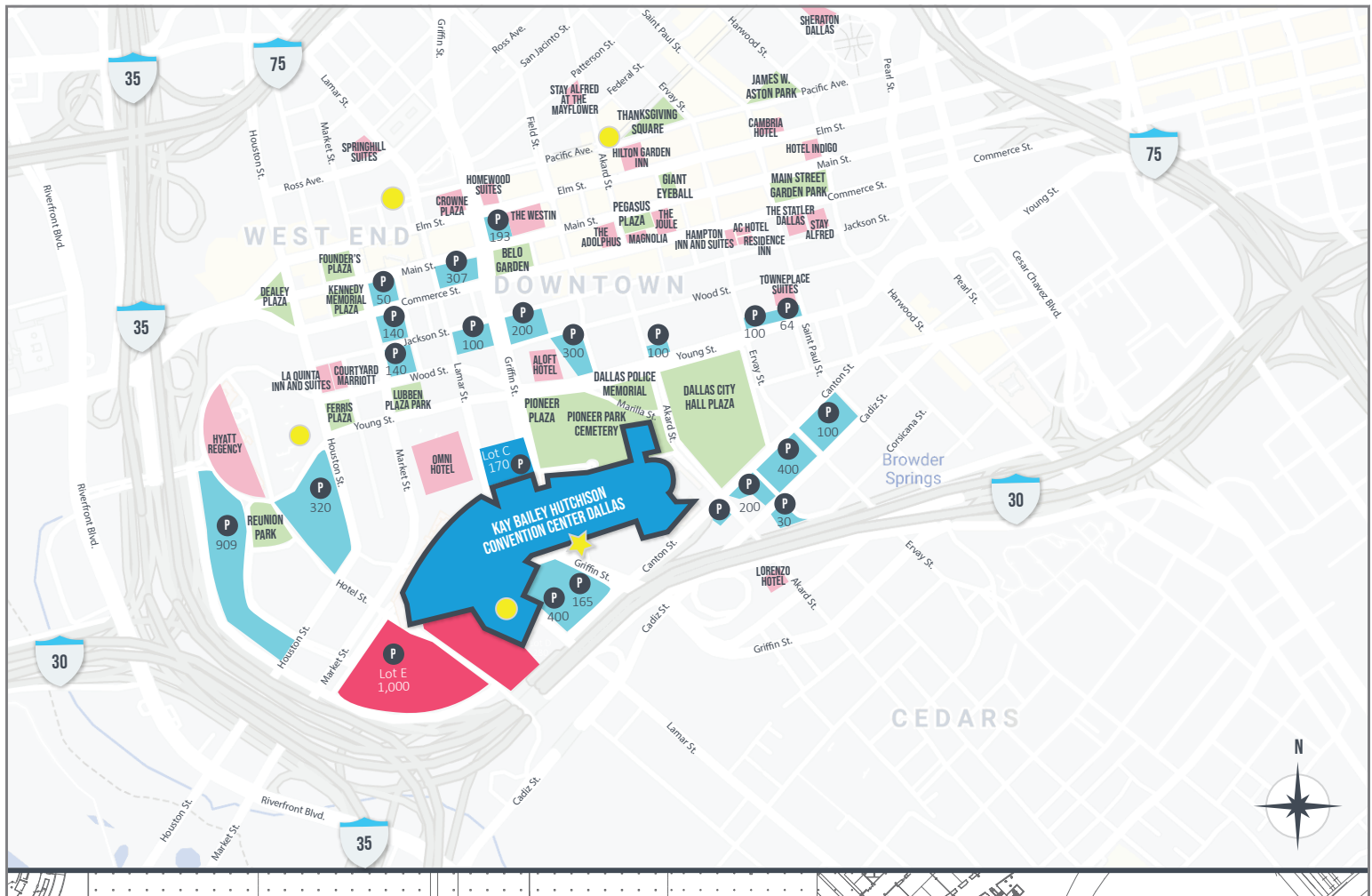
Phone: 214.724.6758 for the ACE Parking Manager.

You may also utilize the Call Center Button on any of the pay stations for assistance.



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# PARKING MAP



## KEY:

- Parking Garage Entrance
- Convention Center Parking
- Marshalling Yard
- Hotels
- Dart Rail Stations
- Parks and Plazas
- Ground Level Parking
- Public Parking

## KBHCCD PARKING MAP



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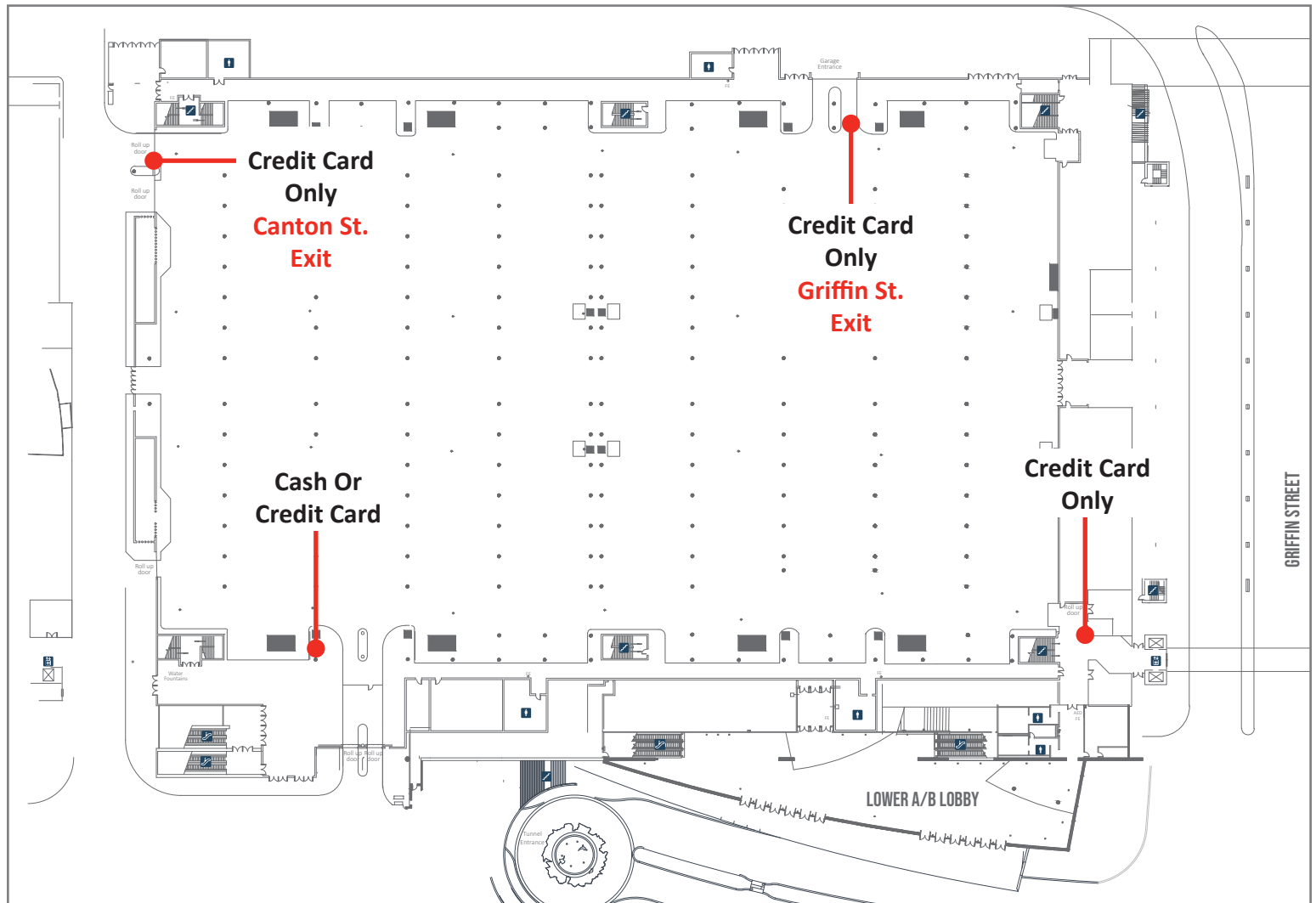
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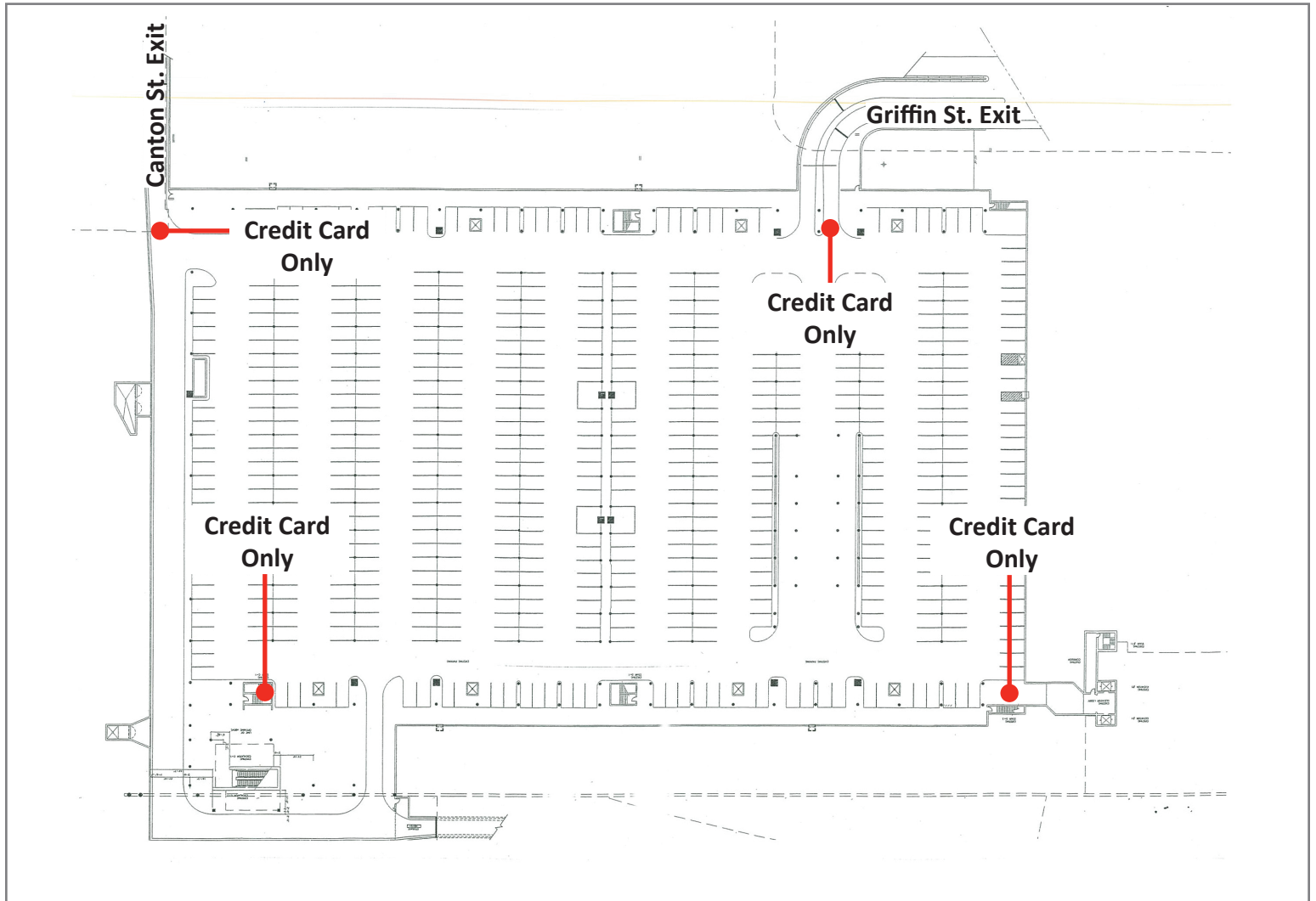
# LEVEL G PARKING GARAGE

● = Pay Station



## LEVEL P PARKING GARAGE

● = Pay Station



## PARKING FAQS

General Public, Attendees and Exhibitors, please reference the most frequently asked questions here.\*

- **Do I have to display my parking permit on my dash?**  
You should take your ticket with you so you can pay prior to leaving.
- **Where do I pay?**  
There are three ways to pay: At the pay stations (see maps), at the exit or online at [space.aceparking.com](https://space.aceparking.com).
- **Can I pay on entry instead?**  
Yes, however only when prompted to when you drive up to the entrance. Please see the pay station for instructions. Pre-paid parking passes may be purchased online at [space.aceparking.com](https://space.aceparking.com).
- **Where can I pay with cash?**  
Cash will only be accepted at the pay station by the main entrance (see map).
- **I'm only here for a couple hours, do I have to pay for the entire day?**  
Yes, the rate is \$15 for the entire day, no ins and outs.
- **Who do I call if there is a problem? What about after hours?**  
There is a call button at the lower left side of the pay station. The Call Center is open 24/7.
- **What are the garage hours?**  
A pass is valid from the time the facility opens at 5am until the garage closes at Midnight. Overnight parking is Not Allowed. You can purchase multi-day passes. You will be asked for a date or range of dates when you make your purchase. Please do keep in mind that multi-day passes are valid only during garage operating hours as noted above and no overnight parking is allowed, however in exigent circumstances you may still exit after Midnight via the Canton St. Exit (see map).
- **How long is my parking pass good for?**  
For the day purchased and/or utilized, but you must leave by Midnight.
- **I bought a parking pass online for today, but I'm not coming until tomorrow. Is my pass still good?**  
No. The parking pass can only be used for the date selected. Please choose the correct date you will be parking for the pass to be accepted. You can purchase your pass up to two months in advance.
- **Can I leave my car overnight?**  
No. Vehicles left overnight may be towed at owner's expense.
- **Can I purchase multiple entry/re-entry passes?**  
Please contact the parking manager at 214.724.6758 for options.
- **Can I purchase multi-day passes?**  
Please contact the parking manager at 214.724.6758 for options.
- **Are there any discounts for seniors, military, first responders?**  
Unfortunately, we do not offer any discounts, but we thank you for your service.
- **As an exhibitor can I purchase bulk parking passes for staff?**  
Please contact the parking manager at 214.724.6758 for options.
- **What do I do if I lose my parking pass?**  
Please contact the parking manager at 214.724.6758 for assistance.

\*Show Management, please contact your KBHCCD Event Manager/Coordinator regarding your parking needs/additional instructions prior to your event start date.



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## PARKING FAQs CONTINUED

- **Do you offer validation?**  
Yes, validation is available for select visits, meetings, etc. Please contact your Spectra representative for more information
- **What's the difference between parking in the garage versus the flat lots?**  
Both are the same rate. However, the surface lots utilize pay stations only.
- **Can I buy a parking pass online?**  
Yes, you can purchase parking permits at [space.aceparking.com](https://space.aceparking.com)
- **Can I transfer a parking pass to someone else?**  
No. Each pass is for the individual that purchased the pass.
- **Can I bring a small trailer into the garage, or do I have to pay double?**  
Unfortunately, you cannot park a trailer in the garage. However, the surface Lot E is available for trailer parking (see map).
- **Where can I park my RV or oversize vehicle? How much does that cost?**  
Please contact the parking manager at 214.724.6758 for options.
- **I work nearby. Can I buy a monthly parking permit?**  
Yes. Please contact the parking manager at 214.724.6758 for options.
- **Can I purchase discounted parking for my attendees/exhibitors?**  
Unfortunately, any discounted parking must be approved by Spectra management. Bulk discounts are possible but must be coordinated with Ace Parking well in advance of your event.
- **I don't use QR codes on my phone. Can I print out the QR code and use that?**  
Yes
- **Can I copy the QR code and give it to my colleagues and my account be charged?**  
All passes purchased online are only valid for entry one time. The pass can be purchased by one individual and sent via text or email to whomever. Once the pass is utilized it is no longer valid.
- **I pulled a ticket, but the gate won't open?**  
Please press the call center button for assistance.
- **The station isn't taking my debit/credit card. How do I pay? Who do I call?**  
Please press the call center button for assistance.
- **The exit station isn't accepting my payment voucher?**  
Please press the call center button for assistance.
- **What if I bought a pass for the garage and it's full?**  
All pre-paid parking passes hold a parking space per pass. If a you approach the garage and it is closed, you are required to show the parking pass to the attendant. Access will be granted, and the attendant will direct you to an open parking space.

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