

Do you need to reserve ahead?

Please note that access to some car parks is only possible if you make a reservation ahead (see more information in the parking section of the airport website). In other car parks you don't need to reserve ahead. You will be able to access the car parks normally and pay for your stay when you leave.

However, if you reserve, you can enjoy direct discounts for your stay.

What are the advantages of ACC membership?

- 10% discount on all reservations
- For stays without reservations:
 - a. you will benefit from discounts if you scan your boarding pass at our machines or via the app
 - b. Preferential Car Park (next to the terminal) for the price as the General Car Park
 - c. Discounts at the General and Preferential Car Park (max. 1 day free per stay)
- Payment via mobile phone and payment by license plate (no need to go through the machine to leave the car park)

How can I make a reservation?

- Through the Aena **App** (in the "Parking, booking and payment" section),
- On the Website <http://parking.aena.es>
- By telephone **(+34) 91 321 10 00**

Reservations must be made at least 3 hours before arriving.

How can I modify (change dates or change vehicle) or cancel a reservation?

You can modify or cancel reservations as follows:

- Through the Aena app, in the Aena Parking > Manage Reservations section
- Through the Aena website, <https://parking.aena.es/>, by clicking on "manage reservations" and using your email address and reservation tracker number
- You can also do so by calling the Aena Call Centre: telephone (+34) 91 321 10 00

If I make a reservation, will I have a specific parking space assigned to me?

When you make a reservation you are not assigned a specific parking space, you can park in any of the free spaces in the car park selected in your reservation

How can I access the Car Park with a reservation?

When you enter the car park with a reservation, you must check that the ticket given to you at the entrance barrier has your reservation number printed on it:

- If you have printed out the tracker, you can continue your journey and pay for your stay when you get back to the machine or via the Aena app;
- If the tracker has not been printed, when you get back, you will need to go to the manual machine

We remind you that if you have activated the Pay by Registration service, the system will not issue a ticket and will allow you to access the car park automatically.

Can I pay by mobile phone and avoid going to the machine?

You can only pay for your stay at the car park payment via the Aena App if you are a member of Aena Club Customer, and thus avoid having to go to the machine before your leaving.

You can make the payment via the “Parking reservation and payment” section of the Aena App.

Can I request an invoice?

You can obtain the invoice for what you have already used from your reservation through the reservation website (<https://parking.aena.es/>), in the “Manage Reservations” section.

Does my vehicle have any kind of insurance during my stay?

The car park has a General Civil Liability Policy with an insurance company that covers civil liability for damage, theft or destruction of motor vehicles (including fixed accessories and spare parts) that are in our possession during custody.

Our policy excludes objects or goods deposited inside the vehicles, factory defects, defective repairs or hidden, inappreciable damage due to lack of care in the conservation of the vehicle. Only repairs for damage actually caused to the entrusted vehicle at the time of return of the vehicle will be considered.

We recommend making claims for damages in the car park itself, before you leave.