

1. How do I reserve online?

There are 5 simple steps to a successful booking:

- Select your date and time details.
- Select the parking product that best suits you.
- Complete your passenger details.
- Complete your payment details (including nominating which credit card you will use to enter and exit the lot).
- You must bring your nominated credit card and confirmation number as provided in our confirmation email.

2. Which parking lots are available for online reservation?

The Multi-Level, EconoParc P5, EconoParc P9, HotelParc and AeroParc A1 parking lots are available for online reservation. To find out about other parking options at Montréal-Trudeau, please visit our web site at www.admtl.com

3. Is there an additional reservation fee?

No reservation fee is applied to bookings made via admtl.com

4. Can I reserve at short notice and what is the minimum reservation stay?

A minimum of 2 hours before arrival at the lot is required for booking and the minimum reservation stay is of 4 hours. However, we recommend reserving in advance to secure the best rate and ensure you can reserve a space in the parking lot of your choice.

5. How are parking charges calculated?

Parking charges are calculated as indicated on our website, click [here](#)

6. How do I know that my reservation has been placed?

As soon as your payment has been accepted, you will receive an online receipt. Shortly after placing your booking, you will receive an email with a booking reference number confirming all your details. You should bring your confirmation number with you to the Airport. You can also view your reservation by simply clicking on “[Manage my Booking](#)” at admtl.com

7. What do I do at the airport on the day of travel?

Drive to the parking lot you have pre-booked. Signage is clearly visible at the airport. Please bring the map that is available on our website or simply click on the link to the maps available on the bottom part of your confirmation email.

7.1 If your reservation was made **before October 1st, 2018**: Remember to bring your nominated credit card as well as your confirmation number provided. Once you have located the correct parking lot, insert your nominated credit card into the slot at the entrance column. The entry gate will recognize your credit card and will confirm access. Please remember that you will need to bring your nominated credit card to both enter and exit the parking lot.

7.2 If your reservation was made **after October 1st, 2018**: When you arrive at the selected Parking, you must scan the QR code from a printed copy of your parking confirmation email or with a smartphone displaying the QR code on screen. The system will recognize your reservation and will confirm access. You will do the same to exit the Parking.

8. Where do I park?

Once you have entered the parking lot that you pre-booked, you may park in any parking stall that is unoccupied.

9. What payment methods are accepted?

We accept the following cards: Visa, MasterCard and American Express.

10. What happens if I need to cancel my booking?

You can cancel all bookings up to 24 hours prior to your parking reservation time. The simplest way is to click on the “Manage my Booking” button at the top of the parking homepage.

11. What happens if I need to amend my booking?

You may amend your booking up to 4 hours prior to your parking reservation time. The simplest way is to click on the “Manage my Booking” button at the top of the parking homepage.

12. What happens if I forget or lose my booking confirmation?

If your reservation was made **before October 1st, 2018** and you do not have your booking confirmation, you are still able to enter and exit the parking lot by inserting your nominated credit card at the entry and exit columns. Alternatively, you can have a new booking confirmation resent by clicking on the “Manage my Booking” button on our web site.

If your reservation was made **after October 1st, 2018**, your confirmation email is necessary to access the parking lot since the QR code is displayed on the confirmation. You will need to have a new booking confirmation resent to you by clicking on the “Manage my Booking” button on our web site.

13. What happens if I want to bring a different nominated credit card to the one confirmed at booking?

This applies only to booking made before to October 1st, 2018

If you are going to use a different nominated credit card to that detailed on your confirmation receipt, you can amend these details to your reservation online. Simply click on “Manage my Booking” function. **(If you enter and/or exit the parking lot using a card that is not your nominated credit card, you will be charged at the rates displayed at the entry to the lot).**

14. What if I have forgotten or lost my nominated credit card when I arrive at the airport?

This applies only to booking made before to October 1st, 2018

Press on the Assistance/Help button at one of our entry/exit gate.

15. How do I exit the parking lot?

If your reservation was made **before October 1st, 2018**: When you return from your trip, simply insert your nominated credit card at one of our exit gates. The exit gate will then open to let you out.

If your reservation was made **after October 1st, 2018**: To exit the parking lot, simply scan the QR code at one of the exits of the parking lot. The gate will open to let you out.

16. What happens if I exit the parking lot later than my confirmed booking time?

If you exit the parking lot after your confirmed booking time, the credit card that you use to exit the lot (your nominated card) will be charged the cost of additional time, based on the rates displayed at entry.

17. What happens if I exit the parking lot earlier than what I pre-booked?

No refund will be made if your stay is shorter than the Booking period.

18. Is there any height restrictions?

There are no height restrictions in the EconoParc P5 and AeroParc A1. However, there is a height restriction of 6’10” (2.1 meters) in the Multi-Level and the HotelParc.

19. What if I want to reserve more than one car travelling on the same date?

It is possible to reserve for more than one car travelling on the same date. Simply make as many reservation as required at admtl.com. The payment will be done on the same credit card and you will receive different confirmation emails with a distinct QR code for each reservation.

20. How do I know my payment details are secure?

This site is PCI-DSS compliant and uses SSL encryption software which is the industry standard. It encrypts all of your personal information including credit card number.

21. Contact Us:

If you have any queries, please contact us via:

Email: parkingreservation@admtl.com

Telephone: (514) 633-3016 or 1-866-236-3999

Mailing Address:

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