

Closing Your Account

To close your *Zoom E-Z* account, mail or bring your *Zoom Pass* to our office at:

MAPCO Auto Parks
488 White Spruce Boulevard
Rochester, NY 14623

Monday - Friday, 8:00AM - 4:00PM.

A letter of termination, signed by you, must accompany the *Zoom Pass*.

Our office will issue a \$25.00 credit to your credit card, as reimbursement for the pass deposit. The condition of the pass being returned is not important.

Removing Your Tag

To remove the tag from your windshield, peel off the tag starting at the cut corner.

Removing Tag



- Peel off tag starting at the cut corner, then clean any adhesive residue remaining on the windshield.
- Once tag is removed, you cannot reuse it.

Other Zoom Lane Information

Account Information

To obtain account information or update your credit card number call 585-292-4904, Monday-Friday 8am-4pm.

You can also update your *Zoom E-Z* credit card information at:
mapcoparking.com/roc/zoom-lane.

Lost or Damaged Pass

If your *Zoom Pass* is damaged for any reason, return it to MAPCO in person or via mail. We will deactivate your pass and issue a replacement. Your account number will remain the same and a new deposit will not be required.

Contact MAPCO Parking:

488 White Spruce Blvd.
Rochester, NY 14623
Phone: 585-292-4904
Email: parking@mapcoparking.com
Online: mapcoparking.com/roc/zoom-lane



GUIDE TO ZOOM LANE



AT GREATER ROCHESTER INTERNATIONAL AIRPORT



Welcome To The Quick & Easy Way to Park!

Welcome to Zoom E-Z.

Zoom E-Z users have the advantage of quicker, easier parking payment, resulting in minimal wait times. At the exit plaza, use lane 5; this lane is dedicated to Zoom E-Z customers only. Customers who have a Zoom Pass or a linked E-ZPass have access to Zoom E-Z benefits.

E-Z Pass Compatible

NYS Thruway E-ZPass is now compatible with the ROC Airport Zoom Lane Program. Your E-ZPass will be linked to your ROC Parking account, but is not associated with your NYS Thruway account. Your E-ZPass will not work with the program until your pass is registered. To register for an account, visit mapcoparking.com/roc/zoom-lane

How Your Pass Works

Zoom E-Z is only available at the Parking Garage and Hourly Parking Lot. Upon entering your Zoom Pass is verified and your entry information is stored. When exiting, your credit card is charged the amount due from your parking stay.

Upon exiting the facility, you will receive an emailed statement. This statement will show the date of entry and exit, and the credit card charges for your parking stay.

How to Mount A Zoom Pass



Clean and dry the inside of your windshield around the rearview mirror. Hold Zoom pass, so that the plastic liner is facing you. Peel off plastic completely starting in upper corner of the Zoom pass.



Press Zoom pass firmly against upper left corner of the windshield (behind visor).

Pass **must** be mounted. DO NOT mount your pass on the mirror or visor. Press pass firmly against windshield to ensure it stays in place.

Zoom Lane Pass Deposit

New Zoom E-ZPass users are required to pay a refundable deposit of \$25 for each pass. Upon termination of your Zoom E-Z account, your deposit will be refunded. E-ZPass users are not charged a \$25 deposit.

Multiple Passes On An Account

Zoom passes are not transferable among vehicles. Multiple passes can be connected to one account holder. The account holder is responsible for all parking charges for the passes connected to that account. The pass must be permanently installed on the windshield in each vehicle. It cannot be waived or held up inside or outside your vehicle as you approach the exit gate.

Where to Use Your Zoom Pass

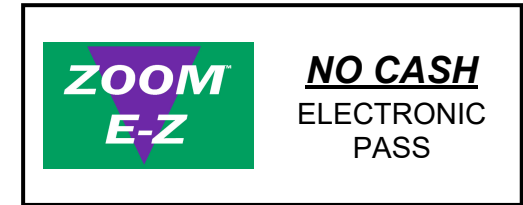
Where to Enter with Zoom Pass

Currently, you can use any entrance at the Garage and Hourly Parking areas.

Where to Exit with Zoom Pass

The exit lane farthest to the right (lane 5) is dedicated to the Zoom Lane only.

As you approach the exit plaza from the Parking Garage or the Hourly Parking Lot, look for the sign that reads:



Any changes to the entrance and exit locations can be found on the Zoom Lane website: mapcoparking.com/roc/zoom-lane

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