Frequently Asked Questions about Pay On Foot Parking

Why is Lankenau changing to Pay On Foot (POF) Parking?

Pay On Foot is a more efficient system than having visitors pay a cashier as they exit the garage. As a result, traffic flows more quickly at exits. Pay On Foot also enables visitors to pay by credit card or cash; previously only cash was accepted.

How does Pay On Foot parking work?

- Enter Garage A, B or D and take a token at entrance gate.
- Take token with you to your appointment. **Do NOT leave it in your car.**
- When you are ready to leave Lankenau, stop at a Pay On Foot kiosk to pay for your parking. There are seven POF kiosks for your convenience.
- Follow the prompts to pay by cash or credit card. Take the paid token with you. **You must exit within 30 minutes once paid**.
- Deposit your paid token at the exit gate to leave the garage.

What if I miss the 30-minute window of time?

Press the "information" button on a Pay On Foot kiosk or at the exit gate in the garage and you will be connected with a Parking Ambassador who can assist you.

I pass a POF kiosk on the way to my doctor's office. Can I pay on the way to my appointment?

No. Pay On Foot tokens are equipped with a time-tracking device to calculate the parking fee based on length of stay. **You must only pay when you are ready to leave Lankenau.** Once you pay for parking, you have 30 minutes to return to your car and deposit the paid token to raise the exit gate upon leaving.

Where are the Pay On Foot kiosks located?

- Garage A—Elevator Lobby Level One
- Lobby A—Main Hospital Lobby Level One
- MSB Ground Floor—Elevator Lobby
- Lobby B—MOB West Ground Floor (two kiosks)
- Garage D—Elevator Lobby (two kiosks—Level One Bridge and Street Level)

A map on the back of this flyer shows all locations. Each can easily be found near an exit to the garage.

What if I don't know how to work the POF kiosk?

The Pay On Foot kiosks provide easy-to-follow instructions. However, if you have any questions or need assistance, simply press the "information" button on the machine or ask one of our hospitality staff, volunteers or Parking Ambassadors for help.

What if I lose my token?

Visitors who lose their tokens will be responsible for paying the current maximum daily rate for parking. If you lose your token, press the "lost token" button on a Pay On Foot kiosk and follow the instructions. Do not wait until you are in the exit lane of the garage to request a replacement token. This will severely disrupt the flow of traffic.

This sounds expensive. Will parking cost more?

No. At this time, parking rates at our garages will remain as they are.

Is discounted parking still available with POF?

Seniors are eligible for parking discounts. In addition, families of inpatients who have been hospitalized longer than seven days qualify for free self parking. Before stopping at a Pay on Foot kiosk to pay for parking, bring your token to the information desk in Lobby A or Lobby B to have your token discounted.

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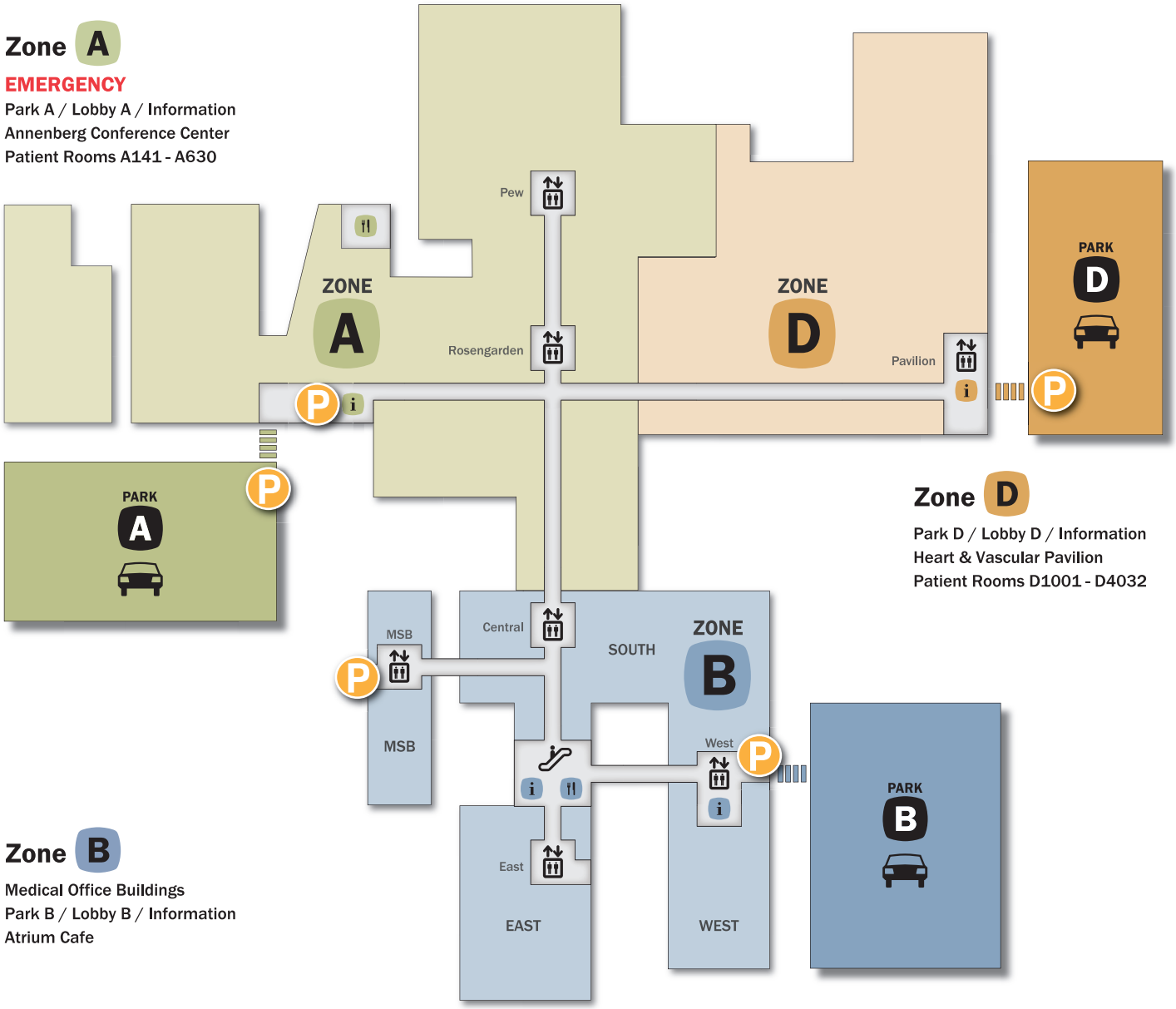
Pay On Foot Parking Kiosk Locations



There are seven Pay On Foot Parking kiosks, each conveniently located near an exit to the garage:

- Garage A—Elevator Lobby Level One
- Lobby A—Main Hospital Lobby Level One
- MSB Ground Floor—Elevator Lobby
- Lobby B—MOB West Ground Floor (two kiosks)
- Garage D—Elevator Lobby (two kiosks—Level One Bridge and Street Level)

Lankenau Medical Center
Main Line Health

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