

# City of Norfolk - Division of Parking

## Valet Parking Permit – Policies and Regulations



With the emergence of restaurant and entertainment venues in the downtown area, demand for valet parking has increased. The following outlines the City’s policies and regulations pertaining to valet operations in the City of Norfolk.

The City of Norfolk, through the Director, Department of Finance & Business Services, Division of Parking (“Director”) may issue a permit for valet parking within the central business district or other areas as deemed appropriate. No person, company or entity, may engage in the business of offering and providing valet-parking services within the City without first having obtained a permit from the Director. A permit may be issued by and at the sole discretion of the Director, under the following procedures:

### **I. Application Process:**

- A. An application must be submitted for each location from which valet services will be provided. The application must list each business to be served at that location. Incomplete applications will not be accepted. The Director shall be the sole determinant as to whether an application is complete.
- B. Applications shall be submitted on the form(s) provided by the Director. Applications will be submitted in the Office of the Division of Parking, located at 230 E. Main Street.
- C. Applications must be submitted by a responsible party. Responsible party shall be limited to either the owner/co-owner, president, managing partner/member/principal, or manager as designated in writing by one of the aforementioned persons.
- D. A permit will not be issued to, or held, by any person convicted of a felony or crime of moral turpitude within seven (7) years before the date of the application. The permit shall be denied if the applicant has been denied a permit, or has had, a permit revoked for any reason.
- E. The application must be accompanied by a \$5,000 performance bond, or bank letter of credit, issued by a surety company authorized to do business in the Commonwealth of Virginia and such bond must conform to the Code of Virginia and approved by the City Attorney. The Division of Parking will hold the surety bond as a surety bond against damages, fines and losses incurred by the City of Norfolk due to operation of the valet parking service on a public right-of-way. The surety bond will be held in escrow by the Division of Parking until the start of the next fiscal year. At the conclusion of the current fiscal year, the Division of Parking will refund the balance of the surety bond, minus outstanding fines, fees, damages or losses due the Division of Parking or the City of Norfolk. The owner must submit a surety bond within five (5) business days of the start of the next fiscal year to renew their permit to operate.

F. Applications must include proof of the following items:

- 1) Applicant must produce and attached to the application a complete copy of a valid contract or agreement in writing with a restaurant, entertainment or retail establishment having a valid, current, business license issued by the City of Norfolk.
- 2) Applicant must produce and attach to the application a copy of a current City of Norfolk Business License.
- 3) The applicant must produce proof that it meets the Indemnification and Insurance Requirements as prescribed by the City (see attached). This includes the minimum acceptable limits of liability insurance of \$1,000,000; bodily injury insurance of \$1,000,000; and property damage insurance of \$1,000,000.
- 4) The applicant must produce and attach to the application a copy of a signed and dated agreement, covering the term of the permit, with an entity to provide for off-street storage of vehicles. This may include privately owned lots, garages, or an agreement with the Division of Parking to store vehicles in city-owned facilities.
- 5) The permit shall be valid for a period of one (1) year from the date of issuance. The permit may be renewed in the same manner in which the permit was initially issued. At his sole discretion, the Director may terminate a permit at any time.
- 6) Special Event Permits shall be valid for one night only and can be transferred if event is postponed.

**II. Designation of Valet Loading Zone:**

The Director, with the assistance of the Departments of Public Works and Police, will determine the appropriate location for the valet stand and loading/unloading zone. These designated valet-loading zones will be located to ensure public safety and the safe passage of vehicular and pedestrian traffic.

- A. Each application shall include an approved Valet loading zone.
- B. Valet loading zones may not exceed 66' linear feet at curbside or be smaller than 22' linear feet at curbside.
- C. Valet Loading Zones are for the purpose of loading and unloading vehicular passengers and the temporary staging of vehicles prior to locating them to an off-street facility. A vehicle is not permitted to be within the valet zone for more than 10 minutes. Besides this temporary staging, there is no parking at all times in the valet zone.
- D. Designation of dimensions of Valet loading zones is the sole responsibility of the City, pending a review of peak vehicle volume processed by the operator.
- E. At least 100 linear feet must separate Valet Zones.
- F. In areas where adjacent establishments offer valet service, valet-loading zones may be shared. The City reserves the sole right to make such determinations.
- G. Valet Loading Zones will be located a safe distance from pedestrian crosswalks and traffic intersections.

- H. For each valet zone, operator will be permitted to use a temporary operating stand and a single a-frame sign.
- I. Valet stands and signage must conform to city requirements.

**III. Rules and Regulations:**

Once application and site have been approved, the applicant to the following rules and regulations:

- All requirements of the approved application including business license and insurance must remain valid at all times.
- Operator will store all valet parked vehicles in designated off-street facilities.
- Operator will provide enough staff to operate safely and effectively within the boundaries of their designated valet loading zone. Double parking, staging outside a designated valet loading zone, vehicles stored in the valet loading zone over fifteen (15) minutes and vehicles stored in locations other than designated off-street facilities will be considered indicators of inadequate staffing to meet vehicle volumes. The City reserves the right to require additional staffing to correct these conditions.
- Hours of operation will be from 6:00 p.m. to 3:00 a.m. unless agreed to in advance by the City.
- Valet service shall be provided in a professional and friendly manner and should only serve customers of downtown establishments.
- The Parking Division regulates the above requirements with assistance of the Norfolk Police Department and Public Works, Transportation Division. The City reserves the right to determine in its sole discretion if the permit holder is responsibly meeting the requirements of the permit and may rescind the permit at its sole discretion and without notice or appeal.
- The permit issued by the Director shall create no rights of ownership, or otherwise in the applicant, or holder of the permit.
- The permit shall not be transferable.
- The assigned of a curbside zone is for unloading and loading of customers only. No parking of vehicles would be allowed.
- The spaces would be signed with appropriate “Valet Loading Zone” signage.
- Only one “sandwich-board” styled sign would be allowed.
- Valets will not store vehicles on-street or in public parking facilities without prior arrangement with the City of Norfolk.
- The valet service will be responsible for submitting payment for all parking and traffic fines incurred during the time a vehicle is in the operator’s control with five (5) days of issue.
- If a citizen demonstrates that a violation levied against their vehicle was incurred during the time the vehicle was in control of a valet service, the resulting fine plus a \$50 per violation surcharge will be levied against the valet operator.
- The applicant/valet operator shall obey at all times all laws, ordinances and regulations.
- Vehicles parked by a valet service outside designated loading and parking areas will be subject to following fines:

Parking Violation	Fine
-------------------	------

Parking At A Public Meter	\$ 30.00
Parking In A Time Zone	\$ 30.00
No Parking	\$ 30.00
No Parking - Fire Hydrant	\$ 50.00
No Parking - Cross Walk	\$ 35.00
No Parking - Loading Zone	\$ 30.00
No Parking - Here to Corner	\$ 30.00
No Parking - Bus Stop	\$ 35.00
No Parking - Street Cleaning	\$ 35.00
Facing Wrong Way	\$ 25.00
No Parking - This Side	\$ 25.00
No Stopping Zone	\$ 35.00
Restricted City Lot	\$ 30.00
Handicapped Parking	\$ 250.00
Taxi Stand	\$ 35.00
Blocking Driveway	\$ 30.00
Overnight Parking	\$ 25.00
Parking off of Roadway	\$ 35.00
Blocking Fire Lane	\$ 100.00
Towing Administration Fee	\$ 20.00

#### IV. Rates:

**Valet Parking:** The fee charged to patrons shall be determined by the establishment and valet operator providing the service. This fee must be appropriately identified on the valet stand at all times.

**Application:** No Fee.

**Valet Zone:** \$120.00 annually for set-up and maintenance (non-refundable).  
\$20.00 for Special Event (one-time, one-night) valet permit.

**Parking:** It shall be the responsibility of the valet operator to store all valet parked vehicles in off-street parking facilities.

For all privately owned parking spaces, written authorization to use the parking spaces for storing patrons' vehicles and attendants' vehicles. The applicant shall provide a contract with the owner of the parking spaces which shall be valid for the term of the valet parking license and which specifies the number and location of the parking spaces allowed to be used, the time periods of availability, and all other conditions under which the parking spaces may be used.

For all parking spaces in parking facilities owned by the city, the applicant shall provide a map showing the public parking structure(s) or lot(s) proposed to be used for storing patrons' vehicles and attendants' vehicles. The applicant shall state the periods of proposed use and an estimate of how many parking spaces shall be used. Valet operators will be allowed to use the discount stamp program when parking in municipally owned facilities as outlined in section 25.1-35 of the Norfolk City Code. Discount stamps can be used for up to four hours at half the cost of the posted rate at each facility. Valet operators will be charged the posted rate for time after the first four hours. Stamps have to be purchased in advance at the division of Parking's Customer Service Center located at 230 E. Main Street. The use of discount stamps applies to valet activity between the hours of 6:00 p.m. and 3:00 a.m. as defined in section III of these regulations. Discounted parking for valet operations, does not apply to daytime hours (before 6:00 p.m.), overnight parking, or as prohibited through an existing contract with the City.

**V. Termination of Agreement:**

The procedures and policies set forth herein constitute a condition of the permit and, any abuse of the procedures will result in a one-time written notification to the valet operator and the affected establishment. A second violation will result in permit termination. Upon termination of permit, the applicant will not be allowed to operate on publicly owned property and will not be allowed to use city-owned parking facilities. The balance of the surety fund will be refunded, minus any outstanding fines, damages or losses due the City.