



## FAQ's

### **Parking**

Q: Where are the entrances to the Parking Garage located?

A: There are three entrances:

4<sup>th</sup> and F Street

3<sup>rd</sup> and G Street

2<sup>nd</sup> & G

Q: Is there free parking?

A: You may receive **up to** three free hours of parking with validation. The three hours starts from the time the vehicle enters the garage and the ticket must contain a validation stamp from one of the **validation** machines located in the mall.

Validation is offered between 9:30am and 9:00 pm, Monday through Saturday and from 10:30am-7:00 pm Sundays.

30-minutes free parking is offered from 4:30am until validation time begins.

A lost ticket pays the full price of \$60.

Q: How does validation work?

A: Upon entering the parking structure you will receive a parking pass. Be sure to keep this parking pass with you! You can validate your parking pass at any of our six validation machines located throughout the shopping center to receive 3 hours of free parking. Three hour validation is offered between 9:30am and 9:00 pm, Monday through Saturday and from 10:30am-7:00 pm Sundays.

30-minutes free parking is offered from 4:30am until validation time begins.

Q: Does it matter when I validate?

A: It does not matter when you validate. The three free hours is based upon the time you arrive. If you forget the time you arrived, you can find the time stamped on the parking pass for your convenience.

Q: Where are the validation machines located?

A: You can find validation machines are the following locations:

- Two validation machines located on Level 1, by Ben Bridge Jewelers and by LOFT
- Two validation machines located on Level 3, by Macy's and by GAP
- One validation machine located on Level 4 by Steak Escape
- One validation machine located on Level 5 by Macy's.

Q: What happens if I lose my parking pass?

A: The fee for a lost ticket is \$60/day.

Q: How much does parking cost?

A: The parking rates are \$2 every 15 minutes with \$60 maximum. A special \$20 flat rate is available on Friday and Saturday if you enter the parking structure after 9:00pm and exit before 9:00am.

Q: What time does the parking garage open and close?

A: The parking garage is always open. You can enter and exit at any time.

## **Shopping**

Q: Where can I find plug adapters?

A: San Diego Luggage, located on Level 3 near Macy's, sells adapters.

Q: Where can I purchase medication and first aid items?

A: CVS Pharmacy, located on Broadway Circle.

Q: Where can I purchase swimwear?

A: Several retailers offer swimwear, but typically on a seasonal basis. Macy's and Nordstrom almost always sell swimwear. Victoria's Secret, BCBG, Express, Forever 21, GAP, Guess, and Pac Sun have seasonal swimwear options.

Q: Where can I purchase sunscreen?

A: CVS Pharmacy, located on Broadway Circle, offers a variety of sunscreen. The Body Shop, located on Level 1, also sells moisturizers with SPF 15 and 30.

Q: Is there a tanning salon?

A: Platinum Tan & Spa is located on the Mezzanine Level.

Q: Is there a gym?

A: There is a 24 Hour Fitness located on the Street Level near 1<sup>st</sup> Ave.

Q: Where can I purchase souvenirs?

A: San Diego Trading Co., located on Level 1 and Broadway Circle, CVS Pharmacy, located on Broadway Circle, and A-Mart, located on level 4 have souvenirs available for purchase.

Q: Where can I grab a bite to eat?

A: There is a Food Court, located on Level 4, with several quick dining options as well as California Crepes on Level 5. If you are looking for sit-down dining options, you can find Panda Inn, located on Level 5 and Café Nordstrom, located on top level of Nordstrom.

Q: Where can I have breakfast?

A: Starbucks, located on Level 1 and on Broadway Circle, Jamba Juice, located on Broadway Circle, Cinnabon located on Level 4, and California Crepes, located on Level 5, all have some great breakfast options. Shake Smart, located on Street Level, across from 24 Hour Fitness offers smoothies and other healthy breakfast options.

Q: Where can I purchase a pre-paid cell phone?

A: Sam Goody, located on Broadway Circle, has pre-paid cell phones.

Q: Where can I purchase a stroller?

A: Horton Toy & Doll has umbrella strollers.

Q: Where can I have my watch repaired or have a battery replaced?

A: Bert Levi Jewelers, located on Level 2, offers watch repair services. If you would just like to purchase a watch battery, CVS, located on Broadway Circle, sells watch batteries.

## **Transportation**

Q: Where is the nearest trolley stop?

A: The closest trolley stop is at the Civic Center on 3<sup>rd</sup> and C Street.

Q: How can I get to Westfield Horton Plaza from the trolley stop?

A: You can access the shopping center from 3<sup>rd</sup> and Broadway, one block south of the Civic Center.

Q: Where is the cab pick up?

A: The cab pick up is located on Broadway Circle, near The Levi's Store.

## **Currency**

Q: Where can I exchange currency?

A: Travelex Currency Exchange is located on Level 1 near the Westfield Concierge and Francesca's Collections.

Q: Is there a Western Union?

A: A Western Union is located inside Travelex Currency Exchange.

Q: Are there ATMs located at the shopping center?

A: You can find several ATMs located throughout the center including two on Broadway Circle, one located by The Levi's store and the other by Citibank. You can also find an ATM in the Food Court near the Regal UA Theatres and on the Street Level near 24 Hour Fitness.

Q: Do you have a bank at Westfield Horton Plaza?

A: Yes. Citibank is located on Broadway Circle next to Abercrombie & Fitch.

## **Communications**

Q: Are there public telephones at the shopping center?

A: There are public telephones on Level 4 in the Food Court next to Panda Express.

Q: Where can I purchase an international calling card?

A: The Newsstand, located on the Street Level near Starbucks and CVS Pharmacy, located on Broadway Circle, sell international calling cards.

Q: Where can I purchase postage and send letters/packages?

A: You can purchase postage and mail packages and letters at the U.S. Post Office, located on Broadway Circle, open Monday-Friday 9:30am-6pm, Saturday 10am-5pm and closed on Sunday. If you would like to purchase stamps on a Sunday, CVS, located on Broadway Circle, sells stamps.

## **Tourism**

Q: Is there a downtown bus tour?

A: Yes, the Old Town Trolley Tour kiosk is located on Broadway Circle, near Abercrombie & Fitch and Citibank. You can purchase tour tickets at the kiosk or at the Shopping Concierge Center on Level 1 next to Victoria's Secret.

Q: Where can I purchase a Go-Card?

A: Arts Tix, located on Broadway Circle near Citibank, sells Go-Cards.

Q: Is there a travel agency on property?

A: No, there is not a travel agency located at Westfield Horton Plaza.