

How to Get Your Residential Beach Parking Pass

Website Guide

Overview

The City has retained HotSpot to facilitate the Residential Beach Parking Program, since 2024. HotSpot is a Canadian-owned and operated parking services provider and is utilized by dozens of Canadian municipalities.

While HotSpot offers a wide variety of parking services, the City of St. Catharines will only be utilizing their "Special Permit" option for our Residential Beach Permits at Lakeside and Sunset Beaches.

How to use this guide

This guide offers detailed information related only to obtaining a St. Catharines residential beach permit. City staff recommend following this guide step by step.

Customer Service

For trouble shooting or support questions, contact HotSpot at 1.855.712.5888 or support@htsp.ca.

IMPORTANT! City staff cannot provide information on the following:

- Estimates or timelines for when an application will be reviewed.
- Why an application was denied.
- Technical issues or support with the HotSpot website or App.

What's required to be eligible

You must upload proof of St. Catharines residency AND proof of vehicle ownership. File Formats Accepted: .jpg, .png and .pdf

Vehicle Ownership

Vehicle ownership is issued by the Province of Ontario.

Acceptable documents for proof residency include:

- Ontario driver's licence
- Utility bill (e.g. hydro, water, gas, phone, internet / cable TV)
- Change of address receipt from Canada Post
- Recent lease / rental agreement for property in St. Catharines
- Mortgage statement for property in St. Catharines
- Insurance policy or statement for property in St. Catharines
- Property tax assessment
- Document showing residence at a long-term care home

Note:

- Expired documents will not be accepted.
- Documents without expiry dates (e.g. phone bills, utility bills, mortgage statements, etc.) must be dated within the last 60 days of your application date or they will not be accepted.

1 Login or Create and Account

An account with HotSpot is required to obtain a beach parking permit. An account is free.

Note: If you created an account during a previous session you can log in using your existing credentials. If you can't remember your password choose the option to reset it.

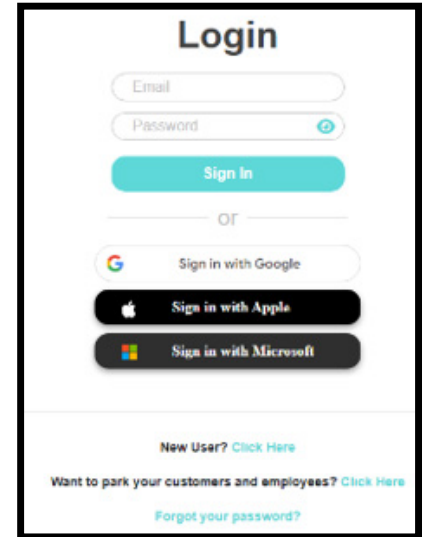
Creating an HotSpot Account

1. Go to <https://hotspotparking.com/users/userSignup>
2. Click "New User" - Complete the fields on the page
3. Select St. Catharines as your location. Click "Finish"
4. An email will be sent from HotSpot to confirm your email.
5. Click "confirm email" in the email. **You must confirm your email to get emails from HotSpot for updates on your application status.**
6. You will be taken the HotSpot website prompted to re-enter your email address and password. Once entered, click "Sign In."

OR

Logging into HotSpot


1. Go to <https://hotspotparking.com/users/login>
2. Enter your email address and password. Click "Sign In"

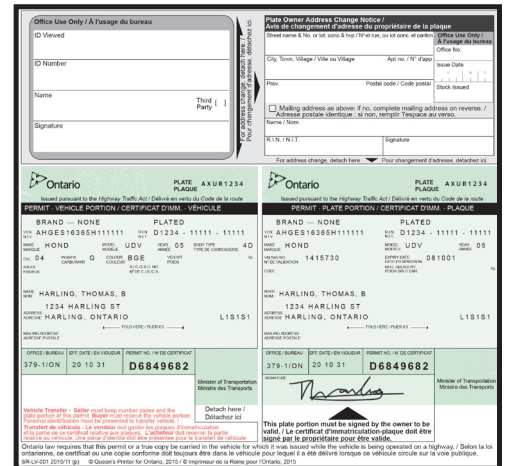


2 Adding your vehicle to your account

1. Click "Vehicles" on the left
2. Enter information for your vehicle. Click "Save"

3 Apply for your parking permit

1. On the left, click "Permits" then "Special Permits"
2. Upload Proof of St. Catharines residency
3. Upload Proof of Vehicle Ownership 
4. Enter your address, municipality and postal code.
5. Select vehicle licence plate
6. Enter your name and click "Continue." Note: the "Continue" button should be red. If it is grey, it means you haven't uploaded the necessary items or entered your name.
7. Click "Submit Application." or "x" to change application.



4 Waiting for Approval (3 - 5 business days)

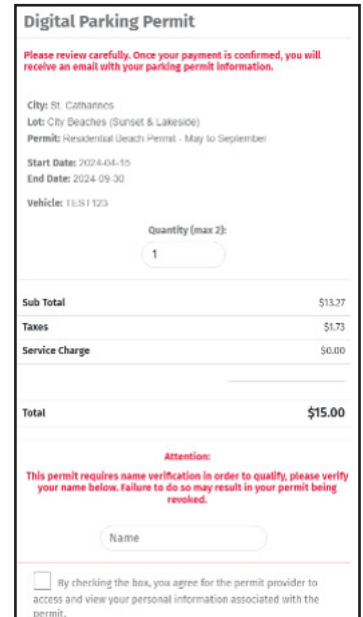
After you've applied, you will receive an email from HotSpot confirming that your application has been submitted. No action is required from you at this stage.

- Your application will be reviewed for eligibility. This is done to ensure that only St. Catharines residents are able to obtain residential beach parking permits.
- Applications are reviewed by HotSpot, not City staff.
- City staff are not able to provide updates or estimates on the completion of applications.

5 Paying for your Permit (Once Approved)

Important: If your permit is approved you must first pay for your permit for it to be activated.

1. If your application is approved you will receive an email from HotSpot indicating you are approved.
2. Log-in to your account. <https://hotspotparking.com/users/login>
3. On left, click "Wallet" > "Payment Method" > "Add Credit Card"
4. A green check mark will appear at the bottom of the page and you'll automatically be taken back to the previous "Credit Card" page.
5. On the left, click "Permits" > "Purchase a Permit" > Municipality: "St. Catharines" > Location: "City Beaches (Sunset and Lakeside)" > "Vehicle – select your licence plate > Issue date: "Today."
6. Click the blue bar > "Residential Beach Permit - May to September."
7. A checkout screen will appear. Leave the "quantity" field as "1."
8. At the bottom of the checkout enter the same name you used on your application. Check the privacy disclaimer box.
9. Click the "Purchase" button.
10. You will also receive an email from HotSpot with the subject line "Your HotSpot Parking Inc. HST: 807246442RT0001." This is just an email receipt of your transaction.



Digital Parking Permit

Please review carefully. Once your payment is confirmed, you will receive an email with your parking permit information.

City: St. Catharines
Lot: City Beaches (Sunset & Lakeside)
Permit: Residential Beach Permit - May to September
Start Date: 2024-04-15
End Date: 2024-09-30
Vehicle: 1S1123

Quantity (max 2):
1

Sub Total	\$13.27
Taxes	\$1.73
Service Charge	\$0.00
Total	\$15.00

Attention:
This permit requires name verification in order to qualify, please verify your name below. Failure to do so may result in your permit being revoked.

Name

By checking the box, you agree for the permit provider to access and view your personal information associated with the permit.

You are now done. You can now log-out of the HotSpot and head to the beach!

Purchasing a Second Permit (Each household is limited to two permits)

- To apply and pay for a second vehicle permit, please follow Steps 1 - 5
- Vehicle permits must be applied and paid for separately

What if my Permit is Denied?

If your permit application is denied you will receive an email from HotSpot indicating your application was denied.

- The email will outline the reason(s) why your application was denied and next steps to reapply for the permit.

Important – permit applications are reviewed solely by HotSpot. City staff do not review applications and cannot provide information on why an application may have been denied.

Questions regarding applications must be directed to HotSpot parking at [1.855.712.5888](tel:18557125888) or support@htsp.ca