

Valet Parking Service at Mountain Home VAMC



We know that parking a long distance from clinic buildings is a challenge, so we are pleased to announce that a valet parking service for patients is now available. The free service will be available 7:00 am to 5:00 pm weekdays (excluding federal holidays).

The valet station is located in the circle area between Building 160 (Primary Care) and Building 69. Patients who wish to use the service should follow the circle to the valet attendant, present your vehicle keys, receive a claim ticket and proceed inside for your medical appointment. Please be prepared to provide the attendant with either your appointment letter or your VA patient identification card.

To retrieve your vehicle, turn in your claim ticket to the valet station. Your vehicle will be returned to you in the area where it was dropped off. If you have not picked up your vehicle before 5:00 pm, please go the Emergency Room check-in desk and you will be assisted.

Frequently asked questions:

- **Who can use the valet service?** This service is designed for patients reporting to the Mountain Home VA campus for treatment to include scheduled appointments, blood draws, or pharmacy pick-up.
- **Where will the valet service park the cars?** Vehicles will be parked in Lot N (gated lot).
- **Who will monitor vehicles parked by the valet service?** The contractor will monitor the vehicles it parks. VA Police Service will work with the contractor to ensure compliance with the parking restrictions for the reserved spaces.
- **Will traffic on campus be impacted by the valet service?** Initially, we may experience congestion as staff and patients get accustomed to this new service.
- **Will users have to tip the valet service?** Tipping is not permitted.
- **Who is responsible in the event of damages to vehicles parked by the service?** The contractor is required to carry insurance to cover potential damage to vehicles.

