



CITY OF SAN ANTONIO
**CENTER CITY DEVELOPMENT
& OPERATIONS DEPARTMENT**



Virtual Valet San Antonio Frequently Asked Questions

The City of San Antonio Center City Development & Operations Department is partnering with Sovereign Services to introduce Virtual Valet San Antonio. This new service will offer visitors to downtown San Antonio a simple and affordable way to park downtown.

What is Virtual Valet?

Virtual Valet is a downloadable app that makes parking in downtown San Antonio easy. Drop off your car at any of our four convenient valet stations. A member of Sovereign Services' professional valet team will park your car in a City of San Antonio-owned and operated parking garage in downtown. When you're ready to leave, use the app to share your GPS location, and we'll return your car directly to you anywhere within our service zone. Plus, through the mobile app, watch your valet's route in real time as he or she returns your vehicle.

Where are the drop-off locations?

- **Houston Street, 222 E. Houston Street**
 - *Non-Majestic Theatre show nights: Located in the south curb-cut area on Houston Street directly in front of the Majestic Theatre.*
 - *Majestic Theatre show nights: Located in the south curb-cut area on Houston Street near the Buckhorn Saloon.*
- **Hard Rock Cafe San Antonio, 111 W. Crockett Street, #210**
Located in the south curb of Crockett Street just south of the South Bank.
- **River Walk Street, 502 River Walk Street**
Located in the west curb-cut area directly across from Saltgrass Steak House.
- **East Crockett Street, 201-209 E. Crockett Street**
Located in the east curb in front of the Menger Hotel.

What are hours of operation?

Thursday – Saturday
5 p.m. – 12 a.m. (hours are subject to change)

What are the vehicle size limitations?

Box trucks, vehicles with trailers, and party buses cannot be accepted at this time.

What if something happens to my vehicle?

Sovereign Services is fully insured. All claims for damage must be submitted to Sovereign Services. Sovereign Services is not responsible for theft. For more information, please call (210) 303-1872.

If I have a question about billing, who do I contact?

For questions about billing, please contact the San Antonio office of Sovereign Services at (210) 303-1872.

How are your valets screened?

Members of Sovereign Services' professional Virtual Valet team undergo a thorough screen process, which includes a Motor Vehicle Record (MVR) report, background check and drug test.

Is a monthly subscription available?

A monthly subscription service is not available at this time.

How much will it cost?

The price range for Virtual Valet is between \$12 and \$15, plus optional tip.

How do I pay?

Payment and tipping is easy through the Virtual Valet San Antonio app. Valet services and tip will be billed directly to your saved credit card.

Is overnight parking available?

Overnight parking is not available. Valet services are available Thursday through Saturday between the hours of 5 p.m. and 12 a.m. (hours are subject to change).

How do I get the app set up?

The app is available for free download in the [App Store](#) on iPhone or the [Google Play Store](#) for Android.

To sign up you'll need to provide:

- First Name
- Last Name
- Email Address
- Secure Password
- Credit Card Information
- Address
- Cell Phone Number (Please use the phone number where our valet team can reach you.)

What if I don't want to use the app but would still like to valet my vehicle?

You may still use Virtual Valet San Antonio services. Just drop your car off at any of the four designated drop off zones in downtown San Antonio, and return there to pick up your car when you're ready to leave. Cash payment will be accepted at the valet station.

What happens if City of San Antonio parking garages are full? Can you still valet my car?

Yes, if all City of San Antonio parking garages are full, vehicles may be parked at one of several privately-owned parking lots in downtown.

