**Definition:**
Maryland Health and Higher Education Facilities Authority - MHHEFA owns the parking facilities located on the Johns Hopkins East Baltimore Medical Campus. Broadway Services, Inc. operates the facilities under contract with MHHEFA.

The Transient Refund policy refers to the ability to refund a patient/visitor who may have been overcharged or short-changed when paying parking fees.

**Purpose:**
To provide patients/visitors a means to recoup monies.

**Procedure:**
*Pay-On-Foot Machine*

In the event a patient/visitor has been short-changed when using the pay-on-foot machine, the patient/visitor must notify the cashier of the incident and fill out a "Pay On Foot Refund Slip". The pay-on-foot machine will be audited and the patient/visitor will receive the requested refund amount.

**Authorized Individuals:** Patients and visitors.

**Excluded from the Policy:** JHMI employees