



Reservation APP

User guide



<https://app.airport-parking-mallorca.com/en>

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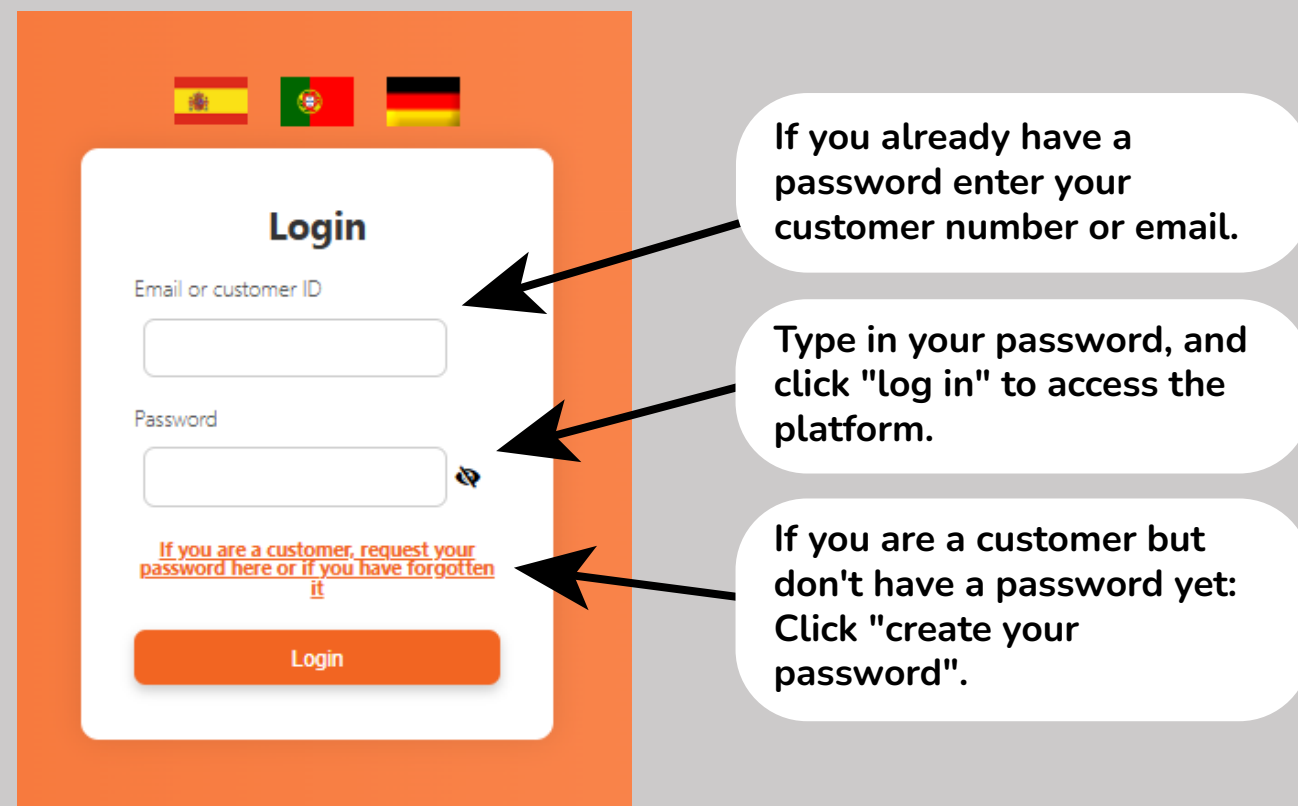
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Login process

To access the platform, first scan the QR code or click on the following URL:

<https://app.airport-parking-mallorca.com/en>

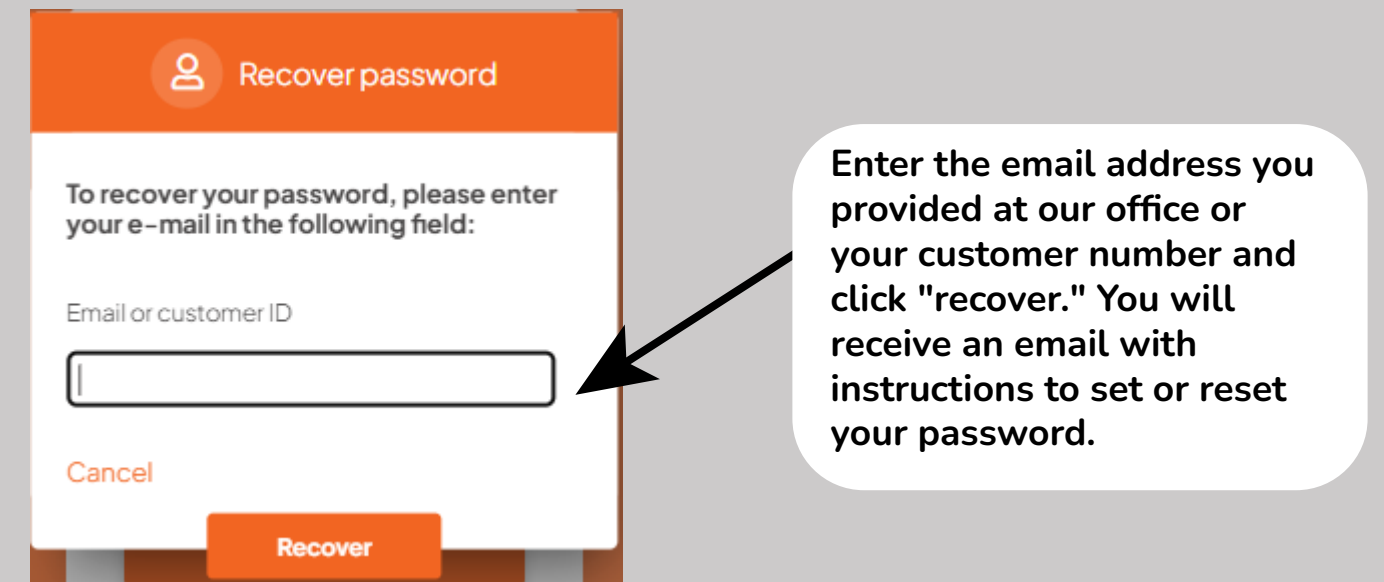
Once you have scanned the code or accessed the link, you will be directed to the login page.



The screenshot shows the login page with three callout boxes:

- Callout 1:** Points to the "Email or customer ID" field. Text: "If you already have a password enter your customer number or email."
- Callout 2:** Points to the "Password" field. Text: "Type in your password, and click 'log in' to access the platform."
- Callout 3:** Points to the "If you are a customer, request your password here or if you have forgotten it" link. Text: "If you are a customer but don't have a password yet: Click 'create your password'."

Once you click on "Request Password," a pop-up window will appear:



The screenshot shows the "Recover password" pop-up window with a callout box:

- Callout:** Points to the "Email or customer ID" field. Text: "Enter the email address you provided at our office or your customer number and click 'recover.' You will receive an email with instructions to set or reset your password."

Main Screen

After logging in, you will be directed to the platform's main screen. From this menu, you can access the following options:

The following pages will provide a detailed explanation of each of these screens.



New booking

To create a new booking, click "book" if your vehicle is not currently with us or if you already know the date you will be dropping it off. **Do not use this option if your vehicle is already in the parking lot.**



You will then be directed to the Booking Screen.

CHECK-IN (OF THE CAR)
apr 21th, 2026 13:30

CHECK-OUT (OF THE CAR)
apr 23th, 2026 13:30
 I don't know the return date.

BOOK NOW

Enter the date and time you will bring your car to our parking.

Enter the date and time you will collect your car. You can select the "unknown" option if you are not sure when you will return.

After clicking "book now" you will proceed to the contracts screen.

Pre-Booking Overview

IN 21/04/2026, 13:30 OUT 23/04/2026, 13:30 [Change dates](#)

Reservation with contract

TEST OUTDOOR PARKING 6 MONTHS

Online payment discount

Location and information

€0.00 **BOOK**

Reservation without contract

OUTDOOR PARKING

Valet parking service
Courtesy transportation
Online payment discount

Valet service (optional)
Shuttle included
We park your car
Car wash service (optional)
24h surveillance

Location and information

€23.40 **BOOK**

If you have a contract, click the "Book" button in the "Booking with contract" section.

If you do not have a contract, click the "Book" button in the "Booking without contract" section.

You can still modify the dates at this stage if you made a mistake in the previous step.

Once you have selected the dates and the appropriate booking type, you will need to fill in your personal details on the final screen to complete your reservation.

New booking

Reservation Data
* Mandatory fields

Departure service: Shuttle *
Return service: Shuttle *
Car wash: Contract Wash - 0€
Remaining free washes: 3

Driver details
* Mandatory fields

Name *
Last name
E-mail *
+34 Phone *
Other ID number *

Contract details
* Mandatory fields

4508 - T Outdoor Parking 6 Months

Vehicle details
Max height: 2,10m
* Mandatory fields

Ford - Kuga
Add new vehicle
Associate Vehicle with contract

Other details
* Mandatory fields

Notes

I agree to receive offers and promotions from Grupo iPark Estacionamientos.
 I have read and accept the [Legal notice](#) and the [General Rules and Operating Conditions](#) and I give my consent for my personal data to be used to process my reservation, and to facilitate future reservations and specific satisfaction surveys.

MasterCard VISA

BOOK NOW

In the first section, you can select the following options:

- Shuttle.
- Valet.
- Wash.

Your personal details will be displayed here.

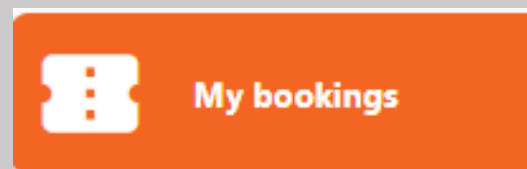
Select which of your cars you wish to park.

Check the box to confirm that you have read and accepted the Terms and Conditions.

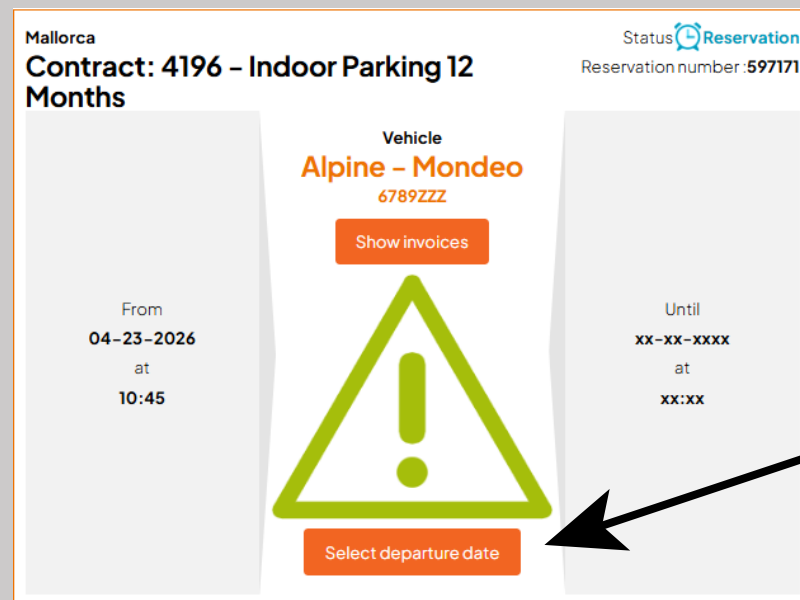
Finally, click "Book" to confirm your reservation.

My Bookings

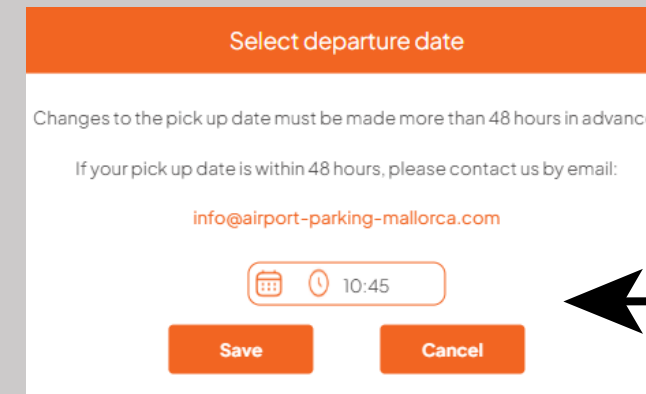
To edit an existing reservation, click the "My Bookings" button if your vehicle is already with us and you wish to change your return date. **Do not use this option if your vehicle has not yet arrived at the parking lot.**



Once you enter the "my bookings" screen:

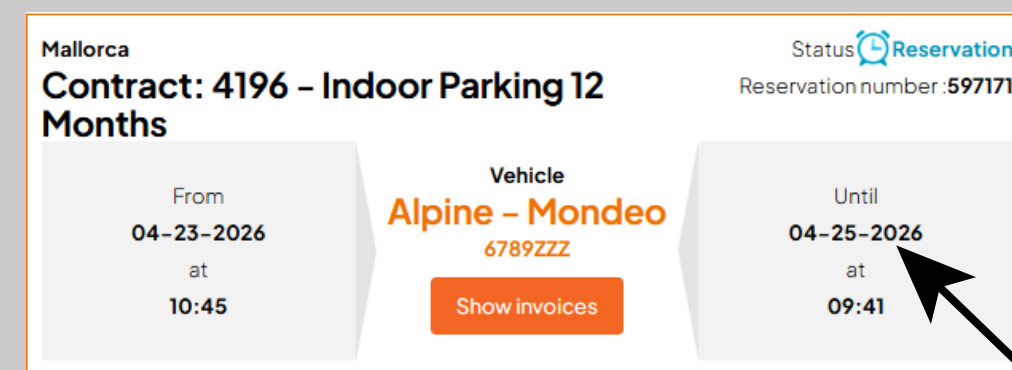


Specify here when you will be collecting your vehicle.



Click to select the new date and time for your car pick-up, then click "save".

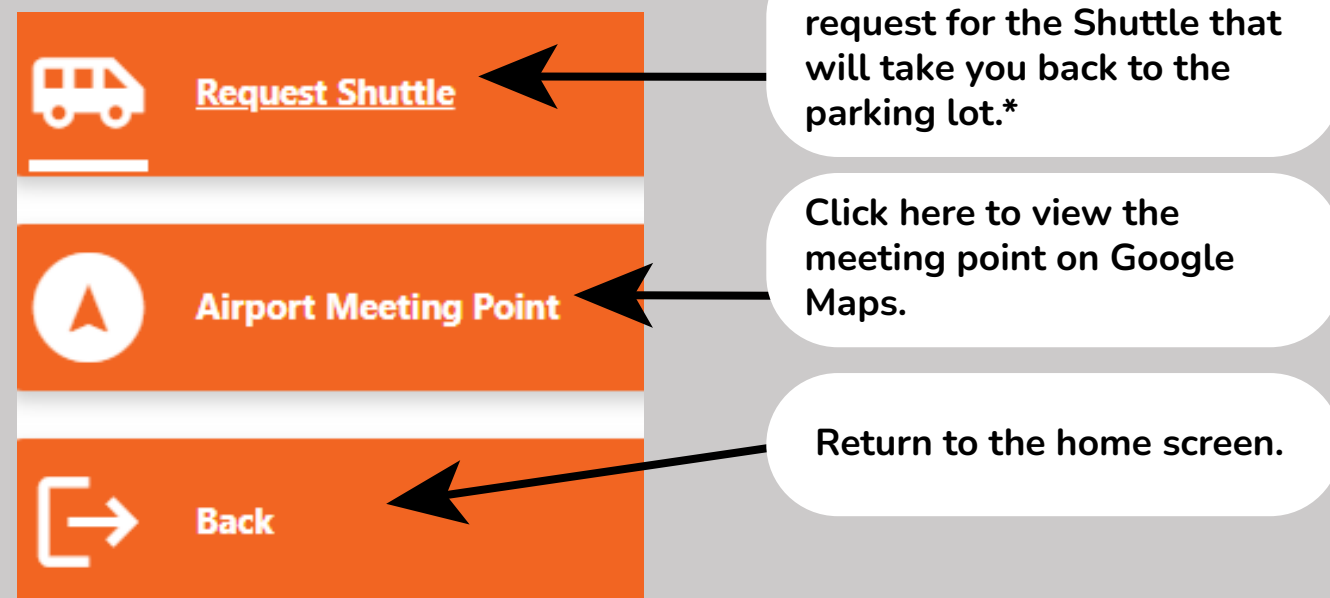
Once the pick-up date is selected, it will be displayed on the right side of the screen. **The phrase "from XX until XX" indicates the total duration your vehicle will remain in the parking lot.**



The new pick-up date will be clearly displayed in this section.

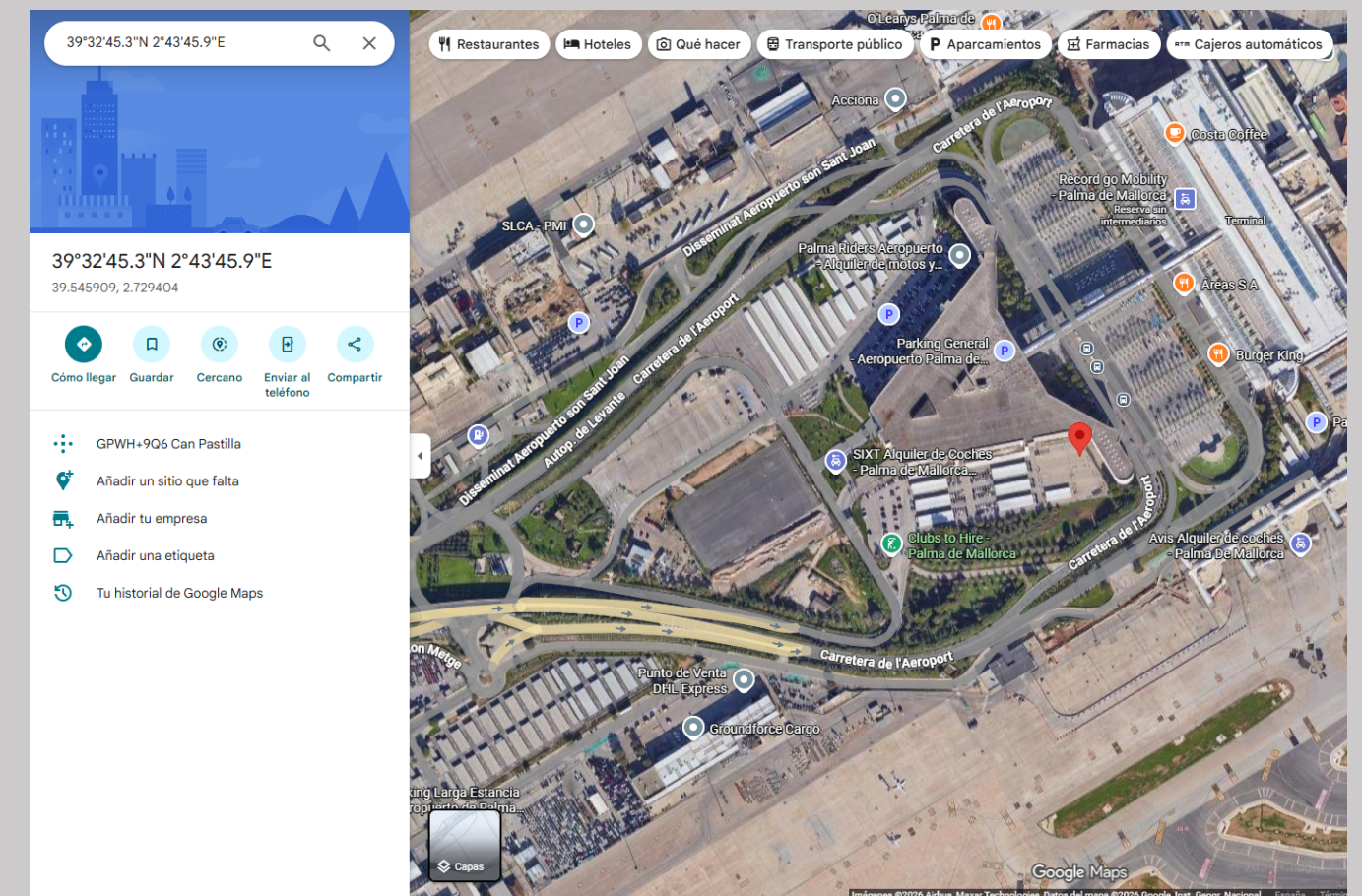
Request Shuttle

If you wish to request a Shuttle to take you back to Airport Parking Mallorca, click on the first section of the main page. Once you have clicked on “request shuttle / meeting point,” you will be directed to the following screen:



* Request the Shuttle without a phone call and directly from the platform. By doing this, we are notified of your request at the parking lot, and we will send the Shuttle so you can return to Airport Parking Mallorca.

If you select the second option, “airport meeting point,” it will direct you to the meeting location on Google Maps.



My contracts

From the main screen, in the “my contracts” section, you can view the list of both your active and past contracts, as well as edit them in various ways.

New contract

Contract List

Estacionamiento Interior 12 Meses

Contract: 4196
Start: 2024-12-26
End: 2026-05-25
Last renewal: 2026-04-10
Active

Book Now Purchase Renewal Download Invoice

Associate Vehicle with contract

Estacionamiento Exterior 1 Mes

Contract: 4958
Start:
End:
Last renewal:
Active

Book Now Purchase Renewal Download Invoice

Associate Vehicle with contract

By clicking here, you can create a contract in a new pop-up window where you will select the contract type and start date.

Clicking on “book now” will take you to the “booking” screen where you will enter the reservation details.

Clicking on “purchase renewal” will renew the contract; you will need to confirm the renewal in a pop-up window.

In “download invoice,” you can download your contract invoice in PDF format.

By clicking the following button, you will need to choose one of your vehicles to associate it with your contract.

As for the elements found on the “my contracts” screen, we find the following:

Unique contract number.

Parking associated with the contract.

Contract start date.

Contract type.

Contract end date.

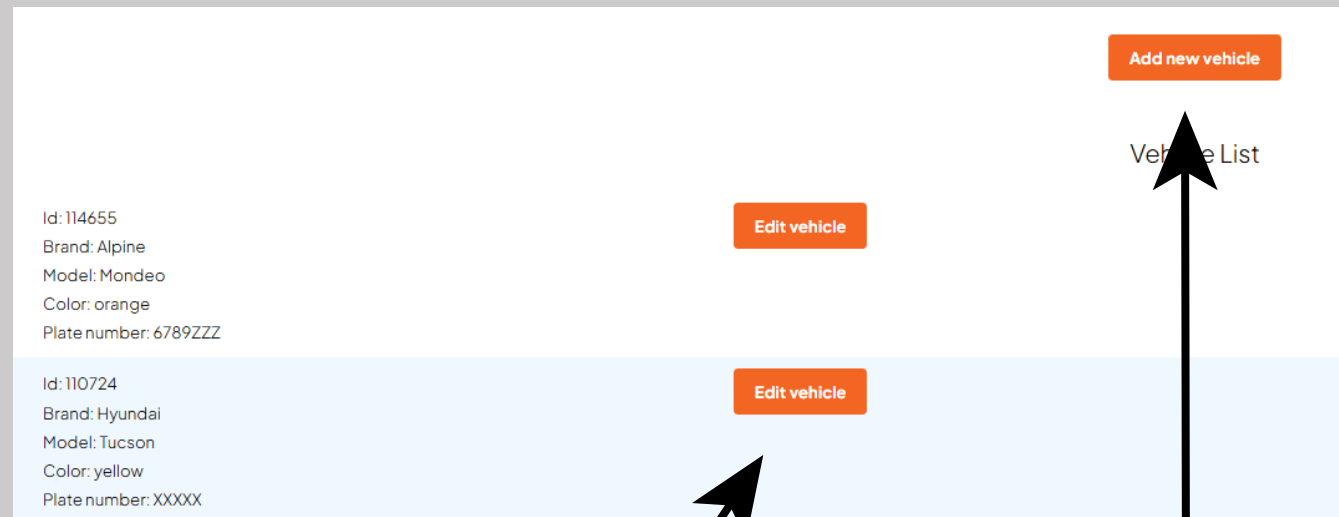
Date of the last contract renewal.

Current contract status.

Vehicles associated with the contract.

My vehicles

If you want to view or edit information about your saved vehicles, as well as add a new vehicle, you must access “my vehicles” from the button on the main screen.



Click on "vehicle" to edit the details of one of your vehicles.

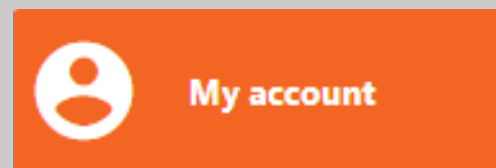
Click here to add a new vehicle to your list.

A screenshot of the "Edit vehicle" form. It has an orange header with the text "Edit vehicle". Below the header are four input fields: "Brand" with "Hyundai", "Model" with "Tucson", "Color" with "Amarillo", and "Plate number" with "XXXXX". At the bottom of the form are two orange buttons: "Cancel" and "Update vehicle".

In the vehicle editing pop-up, you can change the make, model, color, and license plate after entering the new information and clicking “update vehicle.”

My account

The final section of the main page covers your account details. By clicking on the “my account” button, you can access and edit your driver information.



Driver data

Name

Surname

E-mail

Phone

ID number

The first editable details of your account refer to your first name, last name, email, phone number, and ID (DNI/NIF).

Following this, you can change the type of document provided; available options include Spanish or Portuguese DNI/NIF, German Tax ID / NIF, European VAT, passport, or other. Additionally, you can change the platform language, the invoice type, and finally, update your password.

Identity number type

Language

Invoice Type

Security data

If you want to change your password fill these fields. Leave them empty otherwise.

New password

Repeat the new password

I agree to receive offers and promotions from Grupo Ipark Estacionamientos.