Guest pass requests are sent to Parking & Transportation Services via an Internal Service Request (ISR), which is available through BU Works under the Procurement Tab. Guest passes cannot be issued without an ISR or the proper information as listed below. The ISR must contain:

- **Contact name and phone number** (typically this is the departmental requestor)
  - This can also be the name and cell phone number of someone in a student group. Please put this information in the “Notes” section of the ISR as the contact field at the top can only contain extensions and not full numbers
- **Number of passes**
- **Desired lot** (must be a lot that is **attended** at the time the event begins or the guest arrives)
  - Attended lots include Agganis Arena (A), Langsam Garage (B), Essex Street Garage & Lot (F), Bridge Lot (H), CAS (J), Warren Towers (K), and the Rafik B. Hariri Building Garage (M). Please note that each lot has different hours that they are staffed as well as certain time and number-of-vehicle restrictions.
- **Date needed**
  - Our office requires a minimum of **5 business days to process guest pass requests**. Please keep this in mind when placing an ISR. Departments may also place larger or “bulk” orders of guest passes so they may have them readily on-hand for future guests or events. ISRs created after 1 p.m. are considered next business day. **Guest passes do not expire, although it is recommended they be used in the same fiscal year the ISR was issued.**
- **Delivery**
  - Guest passes can be delivered to the lot, if mentioned in the notes section. If nothing is mentioned, they will be for pickup at our office. We can only deliver if the entire order is for a single event. If you are planning to spread the order out over multiple events/days, the passes will need to be picked up and delivered by your department for each event. Delivery requires one extra business day for processing.

Daily guest passes cost $12 each. If overnight parking is required, the passes are $24 each and can only be valid for the Langsam Garage (B). If you are unsure of the best lot to use for an event, please call 617-353-2160 to discuss with our staff before issuing an ISR (keeping in mind the 5 business day turnaround once an ISR is received).

If you are using guest passes that you currently have on hand, please email our office ([parking@bu.edu](mailto:parking@bu.edu)) 24-48 hours in advance to let us know of any guests or events that will be taking place.

A guest pass will be considered used if there is anything written on it such as a name, date or signature. We recommend putting the passes in an envelope and leaving them with the booth attendant with a list of your guests’ names (either written on the envelope itself or a separate piece of paper) and their arrival times. Any unused guest passes will be available for pickup from our office within three (3) business days of your event. The departmental requestor will receive an email.

**Guest Passes are for the use of guests and visitors only and cannot be used by Boston University students, faculty or staff. Guest Passes may not be re-sold by departments or individuals. Anyone found to be using Guest Passes inappropriately may be subject to disciplinary action by their supervisor, Human Resources and/or Judicial Affairs. If you have any questions about the proper use of Guest Passes, please contact Parking & Transportation Services for assistance.**

*Please see image below for reference on an ISR*
Contact name and number – this will be on the pass unless otherwise specified in the notes section.

Requested date is at least 5 business days from created.

Quantity of passes

Notes filled in with lot indicated.