

Inspection Checklist: Garages and Parking Lots

Does your business operate a parking garage or lot that is open to the public and charges for parking?

Use this checklist to learn what our inspectors look for and help avoid violations. All businesses also must comply with the General Retail Inspection Checklist, which is included at the end for easy reference.

For your convenience, each Requirement includes the relevant section of law and/or rule, so you can refer to it for more information. The KEY below describes the legal citations and symbols used in this checklist.

KEY
NYC Code: NYC Administrative Code
RCNY: Rules of the City of New York
§: Section

Requirement		Do you meet this requirement?
License		
1	Your business must have a valid DCA Garage or Parking Lot license. Tip: The following businesses do not need a license: <ul style="list-style-type: none">• A garage or parking lot operated by the City or any City agency• A garage operated by a business that is solely used by its customers or employees• A garage operated by the owner of a multiple dwelling exclusively for its residents	<input type="checkbox"/> Yes
	NYC Code §20-321	
2	DCA's combined license and complaint sign must be posted where all customers can see it.	<input type="checkbox"/> Yes
	6 RCNY §1-03(a)	
3	All printed matter that is given to customers (business cards, flyers, receipts, etc.) must have the license number and the license number must be identified as a DCA license number (for example, "Department of Consumer Affairs License #1234567").	<input type="checkbox"/> Yes
	6 RCNY §1-05	
Signs		
4	If the entrance and exit are separate, a clearly lit sign must mark which one is the entrance and which one is the exit. Tip: If there is one driveway, then you do not need to have separate signs.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(1)	

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Requirement		Do you meet this requirement?
5	Signs must be posted at each public entrance and include each of the following: <ul style="list-style-type: none"> • Business name • Business address • License number • Vehicle capacity • Bicycle capacity (if vehicle capacity is more than 50 cars) • Business hours <p>Tip: This sign must be separate from the rate sign.</p> <p>Tip: All drivers pulling into a facility must be able to see this sign.</p>	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(vi)	
6	There must be a rate sign posted at each public entrance.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(i)	
7	The rate sign must have all of the following: <ul style="list-style-type: none"> • Black letters on a white background • Capital letters that are 3 inches high • Lower case letters that are 2 inches high • All letters must be same font • All letters and numbers must be evenly spaced • Each type of rate must be listed on a separate line • No line can exceed 40 inches in width • Lines must be spaced 1 and 1 ½ inches apart as measured between capital letters 	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(i)	
8	If you charge for fractional or hourly periods, your rate sign must list the total and maximum charges for the period. For example: Up to 1 hour: \$ Up to 2 hours: \$ Maximum: Hours: Or Maximum: 6 a.m. to 7 p.m.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(i)	
9	If you charge different rates for day and night parking, you must post a separate sign with the night rates next to the sign with the day rates at each public entrance.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(ii)	
10	The day rate sign must have black letters on a white background. The night rate sign must have white letters on a black background.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(ii)	
11	If you charge different rates for certain days of the week or for special occasions, you must post those rates directly under the regular rate sign, or on a separate sign next to the regular rate sign.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(iii)	

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Requirement		Do you meet this requirement?
12	A copy of the rate signs must be posted in the payment area of the garage. Tip: The copy must be at least 8 by 10 inches and must contain the exact information as the posted signage.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(iv)	
13	You may post additional signs as long as the letters and numbers in the signs are the same size and are in the same style as the required signs.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(2)(v)	
14	If your garage is located in Manhattan, you must post a sign telling customers that monthly parkers may be eligible for a tax exemption and provide contact information for the NYC Department of Finance so that they can find out more information about this program. The sign must read exactly as follows: ATTENTION MANHATTAN RESIDENTS If you garage your car on a monthly basis or longer, you may be eligible for an exemption from the 8% parking tax surcharge. To apply for a certificate of exemption, contact: N.Y.C. Department of Finance Parking Tax Exemption Section 25 Elm Place Brooklyn, NY 11201 1-(718) 935-6144 Tip: This sign must be at least 12 by 18 inches with black letters that are at least 1 inch high on a white background.	<input type="checkbox"/> Yes
	6 RCNY §2-161(g)(3)(ii)	
Receipts		
15	Legible receipts must be offered for payments of \$5 or more. Tip: A receipt may be a portion of the claim check torn off and given to the customer.	<input type="checkbox"/> Yes
	6 RCNY §5-32(b)(2)	
16	Receipts must include each of the following: • Date of purchase • Amount of money paid • Separate statement of tax • The garage's name and address • The garage's DCA license number	<input type="checkbox"/> Yes
	6 RCNY §5-32(c)	
17	All cars must be parked in the garage and not on the sidewalk, street, or other public space.	<input type="checkbox"/> Yes
	6 RCNY §2-161(f)(1)(i)	
Capacity		
18	The number of parked vehicles cannot be over the legal capacity as shown on the DCA license and the Certificate of Occupancy.	<input type="checkbox"/> Yes
	NYC Code §20-327(a)	

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19	<p>If the garage is full, a sign stating "Capacity Full" in 6-inch-high letters must be posted at each public entrance to let customers know.</p> <p>6 RCNY §2-161(h)(1)</p>	<input type="checkbox"/> Yes																																																																										
Bike Parking																																																																												
20	<p>Garages that hold 51 or more cars must be able to park and secure bicycles. Use the chart below to determine the minimum number of bicycles that you must be able to park and secure.</p> <table border="1"> <thead> <tr> <th>Capacity on DCA License</th> <th>Minimum Number of Bicycle Capacity</th> </tr> </thead> <tbody> <tr><td>51-54</td><td>5</td></tr> <tr><td>55-64</td><td>6</td></tr> <tr><td>65-74</td><td>7</td></tr> <tr><td>75-84</td><td>8</td></tr> <tr><td>85-94</td><td>9</td></tr> <tr><td>95-104</td><td>10</td></tr> <tr><td>105-114</td><td>11</td></tr> <tr><td>115-124</td><td>12</td></tr> <tr><td>125-134</td><td>13</td></tr> <tr><td>135-144</td><td>14</td></tr> <tr><td>145-154</td><td>15</td></tr> <tr><td>155-164</td><td>16</td></tr> <tr><td>165-174</td><td>17</td></tr> <tr><td>175-184</td><td>18</td></tr> <tr><td>185-194</td><td>19</td></tr> <tr><td>195-249</td><td>20</td></tr> <tr><td>250-349</td><td>21</td></tr> <tr><td>350-449</td><td>22</td></tr> <tr><td>450-549</td><td>23</td></tr> <tr><td>550-649</td><td>24</td></tr> <tr><td>650-749</td><td>25</td></tr> <tr><td>750-849</td><td>26</td></tr> <tr><td>850-949</td><td>27</td></tr> <tr><td>950-1049</td><td>28</td></tr> <tr><td>1050-1149</td><td>29</td></tr> <tr><td>1150-1249</td><td>30</td></tr> <tr><td>1250-1349</td><td>31</td></tr> <tr><td>1350-1449</td><td>32</td></tr> <tr><td>1450-1549</td><td>33</td></tr> <tr><td>1550-1649</td><td>34</td></tr> <tr><td>1650-1749</td><td>35</td></tr> <tr><td>1750-1849</td><td>36</td></tr> <tr><td>1850-1949</td><td>37</td></tr> <tr><td>1950-2049</td><td>38</td></tr> <tr><td>2050-2149</td><td>39</td></tr> <tr><td>2150-2249</td><td>40</td></tr> </tbody> </table> <p>NYC Code §20-327.1(b)(1)</p>	Capacity on DCA License	Minimum Number of Bicycle Capacity	51-54	5	55-64	6	65-74	7	75-84	8	85-94	9	95-104	10	105-114	11	115-124	12	125-134	13	135-144	14	145-154	15	155-164	16	165-174	17	175-184	18	185-194	19	195-249	20	250-349	21	350-449	22	450-549	23	550-649	24	650-749	25	750-849	26	850-949	27	950-1049	28	1050-1149	29	1150-1249	30	1250-1349	31	1350-1449	32	1450-1549	33	1550-1649	34	1650-1749	35	1750-1849	36	1850-1949	37	1950-2049	38	2050-2149	39	2150-2249	40	<input type="checkbox"/> Yes
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Requirement		Do you meet this requirement?
21	Each bicycle must be parked at least 2 feet away from a car. NYC Code §20-327.1(b)(2)	<input type="checkbox"/> Yes
22	All bikes must be parked in the garage and not on the sidewalk, street, or other public space. 6 RCNY §2-161(f)(1)(i)	<input type="checkbox"/> Yes
23	If the bike parking is at capacity, there must be a sign posted at each entrance stating "Bike Parking Capacity Filled." Tip: Letters on the sign must be at least 6 inches tall. 6 RCNY §2-161(h)(2)	<input type="checkbox"/> Yes
24	There must be a rate sign for bicycle parking posted at each public entrance and the sign must have all of the following: <ul style="list-style-type: none"> • Black letters on a white background • Capital letters that are 3 inches high • Lower case letters that are 2 inches high • All letters must be same font • All letters and numbers must be evenly spaced • Each type of rate must be listed on a separate line • No line can exceed 40 inches in width • Lines must be spaced 1 and 1 ½ inches apart as measured between capital letters 6 RCNY §2-161(g)(2)(viii)	<input type="checkbox"/> Yes
25	If the areas where bikes are parked are off limits to anyone other than employees, then the garage or lot is not required to have racks, hooks, poles, or other devices to which bicycles can be secured. NYC Code §20-327.1(b)(1)	<input type="checkbox"/> Yes
26	If the areas where bikes are parked can be accessed by non-employees, the garage or lot must have racks, hooks, poles, or other devices to secure the bikes. Tip: The garage must provide locks, chains, or other devices to customers to secure their bicycles. Tip: Each bicycle must be either locked to a rack, pole, or other device, or hung on a wall from a securely anchored hook or rack to which the bicycle frame and at least one wheel are locked. NYC Code §20-327.1(b)(1)	<input type="checkbox"/> Yes
Other		
27	You must take reasonable care to prevent damage to or loss of a consumer's car, bicycle, or personal property. 6 RCNY §5-40(e)	<input type="checkbox"/> Yes
28	You cannot disclaim liability for injury or damage to a customer's property due to your negligence or the negligence of your employees. 6 RCNY §5-40(e)	<input type="checkbox"/> Yes

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Requirement		Do you meet this requirement?
29	A garage must provide claim checks to all customers that include: <ul style="list-style-type: none"> • The date the vehicle was accepted for parking • The garage's name • The garage's DCA license number 	<input type="checkbox"/> Yes
	NYC Code §20-326	

Inspection Checklist: General Retail



Does your business sell goods or services?

Use this checklist to learn what our inspectors look for and help avoid violations. For your convenience, each Requirement includes the relevant section of law and/or rule, so you can refer to it for more information. The KEY below describes the legal citations and symbols used in this checklist.

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NYC Code: NYC Administrative Code
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Requirement		Do you meet this requirement?
Price Lists for Services		
1	A price list with the types of services and the prices of those services must be displayed.	<input type="checkbox"/> Yes
	6 RCNY §5-70(a)	
2	The price list must be clearly posted or clearly displayed near the cash register and/or at the place(s) where orders are placed.	<input type="checkbox"/> Yes
	6 RCNY §5-70(a)	
3	If the price list states a minimum charge (e.g., “from \$...”) or states a price “and up,” it must state the reason for the different prices and include the range of prices.	<input type="checkbox"/> Yes
	6 RCNY §5-70(a)	
4	If there is a sale or promotion, the pre-sale prices must also be posted for comparison.	<input type="checkbox"/> Yes
	NYC Code §20-750(b)	
5	Prices for services cannot be based on gender. Tip: Words like “men’s,” “women’s,” and “ladies” cannot be used to describe the price; the difference must be described in a gender neutral way. (Example: Above the shoulder hair = \$15; Below the shoulder hair = \$30) Tip: Instead of listing prices for shirts and blouses, the price must be described based on physical differences between the shirts. (Example: sequins, ruffles, fancy buttons)	<input type="checkbox"/> Yes
	NYC Code §20-750(c)	
Pricing for Goods		
6	All items offered for sale must have a clearly visible price.	<input type="checkbox"/> Yes
	NYC Code §20-708	
7	For most items, the price must be attached to the item or on a sign where the item is displayed.	<input type="checkbox"/> Yes
	NYC Code §20-708	
8	If your store’s annual revenue is more than \$2 million or you are a chain store, you must individually price most food products, as well as paper products, detergents, soaps, nonprescription drugs, and health and beauty aids.	<input type="checkbox"/> Yes
	NYC Code §20-708.1(b)	

Inspection Checklist: General Retail

Requirement		Do you meet this requirement?
9	Milk; eggs; fresh produce; snack foods that are less than 5 ounces; frozen foods; jars of baby food; and items that are less than 3 cubic inches, under 3 ounces and under \$1 do not have to be individually priced, but must have shelf prices.	<input type="checkbox"/> Yes
	NYC Code §20-708.1(b)	
Signs		
10	<p>Sale signs that advertise a percent discount—example: 20-50% off—must state the minimum percent discount.</p> <p>Tip: Both the minimum and maximum numbers must be of equal size.</p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>	<input type="checkbox"/> Yes
	6 RCNY §5-94(a)(1)	
11	<p>Sale signs cannot contain any of the following phrases:</p> <ul style="list-style-type: none"> • “Our list price” • Below “manufacturer’s wholesale cost” • “Manufacturer’s cost” 	<input type="checkbox"/> Yes
	6 RCNY §5-101	
12	<p>Businesses that sell goods and services must post a refund policy.</p> <p>Tip: A refund policy must be posted at each register, point of sale, or at each entrance.</p> <p>Tip: Even if the policy is not to give refunds, a sign must be posted stating “No Refunds.”</p>	<input type="checkbox"/> Yes
	6 RCNY §5-37	
13	<p>The refund policy must state any and all conditions or limitations to getting a refund. For example:</p> <ul style="list-style-type: none"> • Businesses must disclose any fees charged for refunds, such as “restocking fees.” • If a business will not provide refunds for “as is” items, it must disclose that. • Businesses must also disclose whether the refund will be in cash, credit, or store credit only. • If proof of purchase is required for a refund, the sign must say so. • A business that chooses not to offer refunds must post a sign that states, “No Refund,” or words to that effect. • The sign must state that a written copy of the store’s refund policy is available on request. 	<input type="checkbox"/> Yes
	6 RCNY §5-37	

Inspection Checklist: General Retail

Requirement		Do you meet this requirement?
14	If there are limitations on using credit cards, such as minimum purchase amounts, the policy must be clearly posted at the point of sale or at each entrance.	<input type="checkbox"/> Yes
	6 RCNY §5-24(b)	
Receipts		
15	Receipts must be given to customers for purchases over \$20 and upon request for purchases between \$5 and \$20. Tip: This does not apply to food and drink that is meant to be consumed on the premises.	<input type="checkbox"/> Yes
	6 RCNY §5-32(b)(2)	
16	The receipt must include each of the following: <ul style="list-style-type: none"> • Date of purchase • Amount paid for each item • Total amount paid • Separate statement of tax • Name and address of store 	<input type="checkbox"/> Yes
	6 RCNY §5-32(c)	
17	Receipts for electronics that cost more than \$100 must also include the make and model number of the item.	<input type="checkbox"/> Yes
	6 RCNY §5-32(c)(5)	
Price Accuracy		
18	When items are scanned, the price must match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
	NYC Code §20-708.1(d)	
19	If no scanners are used, the price at checkout must still match the lowest item price, shelf price, sale price, or advertised price.	<input type="checkbox"/> Yes
	NYC Code §20-708.1(e)	
20	Tax cannot be charged on tax-exempt items. Tip: Check with the New York State Department of Taxation and Finance for a complete list of which items are exempt.	<input type="checkbox"/> Yes
	NYC Code §20-700	

Inspection Checklist: General Retail

Requirement		Do you meet this requirement?
Layaway Plans		
21	<p>If layaway is offered, each of the following written disclosures must be provided to consumers prior to accepting any payments over \$50 in 4 installments or more:</p> <ul style="list-style-type: none"> • Description of the item, including name, brand, color, and model number • Total cost of the item including tax • Charge to use layaway and any cancellation fee • Duration of the layaway plan • Payment schedule and any consequences of missed payments • Refund policy • Notice of whether or not the item won't be removed from inventory until a certain number of payments have been made <p><i>Example 1:</i> NOTICE: NO MERCHANDISE WILL BE REMOVED FROM INVENTORY UNTIL X% OF THE PURCHASE PRICE HAS BEEN PAID.</p> <p><i>Example 2:</i> ATTENTION: YOUR SELECTION OF MERCHANDISE WILL NOT BE ORDERED UNTIL YOU HAVE MADE YOUR NEXT TO FINAL PAYMENT.</p>	<input type="checkbox"/> Yes
	6 RCNY §5-23	
Expired Over-the-counter Medication		
22	It is illegal to sell over-the-counter medication after the expiration date on the label.	<input type="checkbox"/> Yes
	NYC Code §20-822(a)	