

FREQUENTLY ASKED QUESTIONS

Yoshi Gas Delivery & Car Wash

Effective 2/20/2023: Yoshi Fuel & Wash will expand to the new Campbell Park & Ride Lot! Stanford Health Care & Lucile Packard Children's Hospital staff parking at any eligible staff parking location can use the Yoshi App to schedule a gas delivery, and staff who use the Park & Ride Lot 12 times in one month can earn a free car wash!

If you have a question not answered by this document, please reach out to the Hospital Transportation Operations Center at TransportationServices@stanfordhealthcare.org or 650.736.8000

1. Who is eligible for this new program?

Stanford Health Care & Lucile Packard Children's Hospital staff who use the SRI Park & Ride lot, Santa Clara Park & Ride lot, Campbell Park & Ride lot, or Watson Court Overflow staff parking lots as part of their commute can sign up for the Yoshi app – with no membership fee!

Staff who wish to participate in this program must hold a valid (free) permit for their parking location. To apply for a **free** hangtag permit, click on the relevant link below:

[SRI Park & Ride Lot](#) | [Santa Clara Park & Ride Lot](#) | [Campbell Park & Ride Lot](#) | [Watson Court Overflow Lots](#)

2. How do I sign up?

Users will need to download the Yoshi app on their mobile device and sign up with their work email. When prompted to enter a location, enter "SRI Park & Ride Lot", "Santa Clara Park & Ride Lot", "Campbell Park & Ride Lot" or "Watson Court, Palo Alto". When prompted to enter a membership code, enter "STANFORDEMPLOYEE"

3. How much will it cost me?

All you have to pay for is the gas! When you book a fuel delivery at the eligible lots with the Stanford Medicine code your delivery fee will be waived, for up to 6 deliveries per month! If you need more than 6 fuel deliveries within 1 month, a delivery fee of \$7 will be added to the cost of each additional delivery.

Yoshi pumps regular and premium fuel. We price-match Top Tier gas stations within a two-mile radius of your fill-up address (for gas stations that do not charge additional fees for membership or card transactions)."

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4. What kind of fuel is available?

Yoshi fuel delivery provides an option between regular (87 Octane) and premium (91+ Octane) unleaded fuel.

5. How many gallons of fuel will I get?

Yoshi's fuel delivery technicians will always fill your tank to full. You'll only be charged for the actual number of gallons they add to your tank – just like at the gas station. After your fueling is complete, Yoshi will send you a receipt with the amount charged to your card.

After your fueling is complete, Yoshi will text you a photo of your vehicle with the number of gallons pumped. Yoshi will also email a receipt with the amount charged to your card!

6. How will the technician find my car?

During the signup process, you'll provide Yoshi with your car's make, model, color, license plate number, and VIN. The technician will locate your car in the lot and use the license plate number and/or VIN to verify that they are servicing the correct vehicle.

After you park your car, please pin your location in the Yoshi app. This step will ensure the technician is able to locate your vehicle.

7. Will my vehicle be safe?

Yoshi's technicians are trained professionals who will treat your vehicle with care. Just in case, the technician will take a photo of your vehicle after service and Yoshi will text it to you along with your receipt, so you will know right away that your vehicle is safe & sound.

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8. When can I book my fuel delivery?

You can schedule your fuel delivery up to 1 week in advance, and as late as the morning of the service. Please note that morning-of bookings may not be available if the technician's route is already full. Yoshi recommends booking at least 24 hours in advance to ensure your fill up.

If you know you'll always want fuel on a specific day of the week, you can also book recurring fuel deliveries on your chosen day of the week.

9. What time will my fuel be delivered?

Please schedule your fueling window for 10:00am – 2:00pm. Fuel will be delivered during that window, so that park & ride users can park in the morning, and come back to a full tank!

10. How will you know if I've earned a car wash?

For Park & Ride lots: When you board the shuttle in the morning, simply scan your staff ID badge, and your parking will be counted! For Watson Court Overflow Staff Parking Lots: ensure that your Watson Court overflow staff parking lot permit is visible through your windshield while parked in the eligible locations.

When you have reached 12 visits in 1 month, Transportation Services will reach out to you with your car wash code and instructions on how to claim your free wash.

11. What is included in the free car wash?

The car wash that staff can earn by parking 12 times in 1 month is a “mini-detail” – an \$89 value! The mini-detail includes a hand wash and wax of the exterior, interior vacuum, windows cleaned inside and out, bug removal, wheels shined, and tires dressed.

If you do not wish to have a full mini-detail, your earned car wash can also be applied to an exterior-only wash.