

## Frequently Asked Questions:

### **Are the parking rates based on calendar days?**

No. The Parking rates are structured to start when you pull a ticket or scan your Frequent Parker Card. Your time is calculated based on your individual time in and out of the lot or garage, not on the calendar date and time.

### **What are the height restrictions in the airport parking garages?**

Garage A— 8'2"

Garage B— 7'2"

Garage C—8' ramp, Levels 2 and above are 7'0"

### **How can I determine whether I pay the daily or weekly rate in Garage C and Lot E?**

Garage C and Lot E have both daily and weekly rates. In Garage C, if you park for 4 days or less, you pay the daily rate. If you park for 5-7 days, you pay the weekly rate. In Lot E, if you park for 5 days or less you pay the daily rate. If you park for 6 or 7 days, you pay the weekly rate. Anything over 7 days in either lot will be calculated as the weekly rate + the daily rate for each additional day.

### **Are there any taxes or other fees that I have to pay in addition to the posted parking rates?**

No. Unlike some of our off-airport competitors, the posted parking rates for all on-airport parking includes all taxes and fees.

### **Do I need to make a reservation to park on-airport?**

No. But you are able to make a reservation in Garage C. Visit: [www.airportparkingreservations.com](http://www.airportparkingreservations.com). Also note that Garage A frequently fills to capacity on Mondays and Tuesdays. In this case, you can park right next door in Garage B!

### **Are the lots accessible at all times?**

Yes, the lots are accessible 24 hours a day, 365 days a year. On rare occasions, usually due to construction, parts of facilities may be affected. However, we do our best to post a notice on [www.pvdairport.com](http://www.pvdairport.com) and direct you around the affected areas.

### **I travel out of T.F. Green frequently. Do you have a Frequent Parker Program?**

Yes, with the PVD Frequent Parker Program you can quickly and easily enter and exit the lots and accumulate points towards FREE PARKING. Visit [www.parkpvdairport.com/frequent.html](http://www.parkpvdairport.com/frequent.html) to sign up. Additional information on the program can be found below.

### **Where can I get more information about parking or the airport in general?**

T.F. Green Airport's website is [www.pvdairport.com](http://www.pvdairport.com). The airport is also on Facebook, search "TF Green Airport."



### **How does the program work?**

Members are assigned a Frequent Parker Card, which is linked to a credit card kept on file. Upon entering and exiting the garages and lots, wave your card in front of the bulls-eye reader, to calculate your time in and out.



Your credit card is then automatically charged for the appropriate hours and days of parking, and your Frequent Parker Program account is credited with points from your stay. Members are awarded 1 point per dollar spent on parking in any of the T.F. Green Airport parking lots. When you are ready to redeem for FREE parking, simply log in to your Frequent Parker account and select the day(s) and lot for which you would like to redeem.

The chart below illustrates how many points are needed for one day of free parking in each lot.

Lot	Daily Rate	Points Needed for 1 Day Free Parking
Garage A	\$22.00	220 Points
Garage B	\$18.00	180 Points
Garage C	\$15.00	150 Points
Short Term Lot D	\$26.00	260 Points
Express Lot E	\$11.00	110 Points

### How do I sign up?

You must enroll online by visiting: <https://fpp.parkpvdairport.com/fpp/>. You will be mailed a free Frequent Parker Card in 5 to 7 days.

### I've been parking at T.F. Green for a long time; can I receive credit for those past stays?

Unfortunately, no. The PVD Frequent Parker Program is set up so that points can only be accumulated from the day a member receives their Frequent Parker Card. No retroactive points can be given.

### How do I redeem my points for Free Parking?

First, log in to your Frequent Parker Program account and select "Rewards". Next, select the garage or lot you would like to park in. Then, follow the step-by-step guide to redeem for the number of days you would like to park with your available amount of points. Note that the system will not allow you to redeem for a Garage or Lot or a select number of days that you do not have enough points for.

Upon parking, simply wave your Frequent Parker Program card in front of the bulls-eye reader when you enter and exit the lot in order to have the credit applied to your account. Your Frequent Parker card will automatically credit your stay and your credit card will not be charged for the days you have redeemed for free parking. There are no certificates to present.

**NOTE: You must enter on the day that you redeemed for or the system will not recognize your redemption and credit your account. If you return later than the date selected, you will still be credited for your parking stay and the system will automatically charge the card on file for the difference.**

Frequent parker points cannot be earned on days free parking redemptions are used. Frequent parker points are only earned on days of paid parking. This free parking redemption does not reserve a space in the parking lot. If you arrive and the lot is full, you must park in an alternate lot and the free parking redemption must be used on another day. In this case, your reward points will not be deducted from your account, and full payment will still be required. Please be aware that Garage A is very busy on Mondays and Tuesdays, and full capacity is likely.

### **Can family members link or share an account?**

No. Frequent Parker Program cards are non-transferable and for each member's sole use. Family members must each sign up for their own account.

### **What do I do if I lost my Frequent Parker Card?**

Email us at [fppinfo@parkpvdairport.com](mailto:fppinfo@parkpvdairport.com) or call 1-877-735-9280 (between the hours of 8am-5pm EST) to deactivate your old card and order a replacement card. Lost Frequent Parker Cards will incur a \$15.00 replacement charge, which will be charged to the credit card linked with the Frequent Parker Program.

### **How can I update my information?**

If your credit card becomes expired, or incorrect information was provided, your Frequent Parker Card will not be valid upon parking. To update this, as well as other information such as name, address or car model, please log in to your account and click "Edit" to update your information.

### **Can I use a coupon in the automated lane?**

The T.F. Green parking coupons available at [www.parkpvdairport.com](http://www.parkpvdairport.com) cannot be used at the automatic pay stations. *PVD Frequent Parker Program members do not need to pull a coupon to receive the discounted rate.* Members of the program will automatically receive the discounted rate as it is programmed into the Frequent Parker Program Card.

### **My card was denied access when trying to enter, what do I do?**

First, check to make sure that the credit card on file with your Frequent Parker account has not expired. If so, update the information immediately. Next, contact the Frequent Parker Program administrator at [fppinfo@parkpvdairport.com](mailto:fppinfo@parkpvdairport.com), to ensure your account is properly activated. To receive Frequent Parker Points for the stay, you can also send your receipt to the above email address.

### **Can I use my Frequent Parker Program card at the Interlink West Garage?**

You may use your Frequent Parker Program card at the Interlink West Garage for the convenience of entering and exiting automatically only. The credit card you have on file will be charged accordingly.

Additionally, please know:

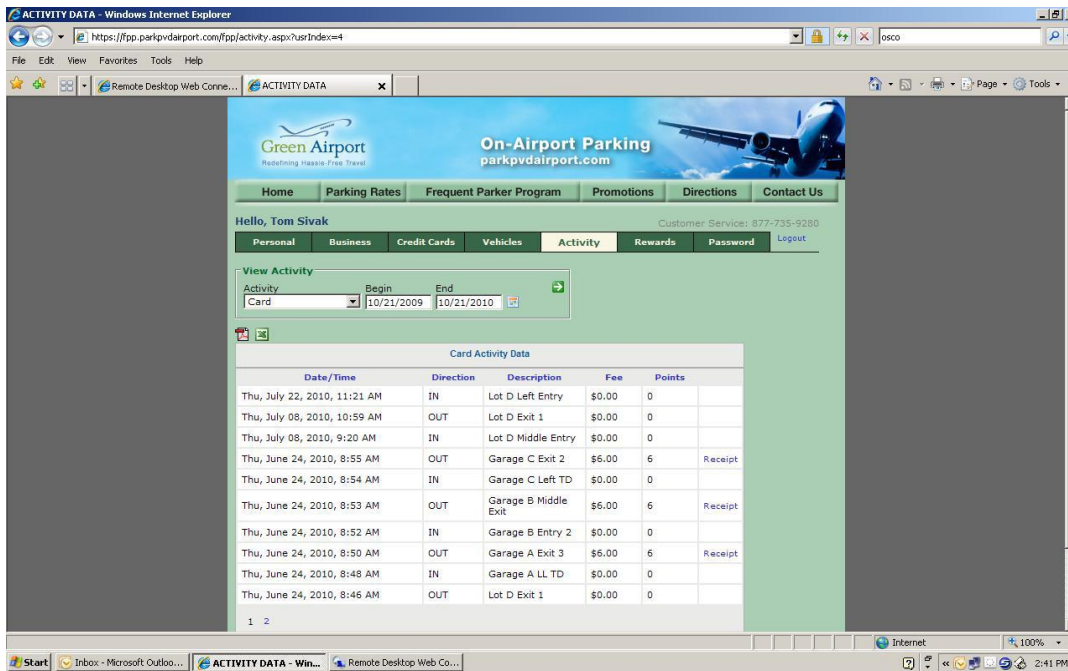
- Frequent Parker Program Reward Points can NOT be redeemed or earned for parking at the Interlink West Garage. To redeem or earn points, you must use T.F. Green's regular on-airport lots.
- Interlink West Garage Parking is intended for commuter rail parking... less than 24 hours. It is not recommended for overnight or longer trips, as reflected by the Interlink West Garage rate structure:
  - **0-15 minutes = No charge**
  - **15 minutes to 24 hours = \$6.75**
  - **24 to 48 hours = \$43.50**
  - **48 to 72 hours = \$80.25**
  - **Each additional day = \$36.75 per day**
- For overnight or longer trips, please use T.F. Green's regular on-airport lots.

## How can I print a receipt with the official PVD logo?

### Print Screen Method

- 1) Log on to your web account, select “Activity”. This report will show all of your activity.
  - a. Go to the correct page that shows the data you wish to submit.
- 2) Use the print Screen command by holding the Control key and pressing the PrtSC key at the same time.
- 3) Next select Start menu>All Programs>Accessories>Paint
- 4) When the paint program opens select Edit drop down window and next select Paste”
- 5) The image of the FPP activity report should be visible.
- 6) If multiple pages are needed, repeat steps #2-#5.

See example below:



The screenshot shows a web browser window displaying the Green Airport On-Airport Parking website. The user is logged in as Tom Sivak. The 'Activity' tab is selected, showing a table of card activity data for a parking card used between 10/21/2009 and 10/21/2010. The table lists various parking transactions with columns for Date/Time, Direction, Description, Fee, and Points. Some transactions include a 'Receipt' link.

Date/Time	Direction	Description	Fee	Points	
Thu, July 22, 2010, 11:21 AM	IN	Lot D Left Entry	\$0.00	0	
Thu, July 08, 2010, 10:59 AM	OUT	Lot D Exit 1	\$0.00	0	
Thu, July 08, 2010, 9:20 AM	IN	Lot D Middle Entry	\$0.00	0	
Thu, June 24, 2010, 8:55 AM	OUT	Garage C Exit 2	\$5.00	6	Receipt
Thu, June 24, 2010, 8:54 AM	IN	Garage C Left TD	\$0.00	0	
Thu, June 24, 2010, 8:53 AM	OUT	Garage B Middle Exit	\$5.00	6	Receipt
Thu, June 24, 2010, 8:52 AM	IN	Garage B Entry 2	\$0.00	0	
Thu, June 24, 2010, 8:50 AM	OUT	Garage A Exit 3	\$5.00	6	Receipt
Thu, June 24, 2010, 8:48 AM	IN	Garage A LL TD	\$0.00	0	
Thu, June 24, 2010, 8:46 AM	OUT	Lot D Exit 1	\$0.00	0	

### Individual Receipt Method

- 1) Log on to your web account, select “Activity”. This report will show all of your activity.
- 2) Select the “Receipt” link next to the transaction you wish print.
- 3) This receipt has the airport information and transaction details.
- 4) Print this receipt to your printer or .PDF
- 5) Multiple receipts can be added to the .PDF file for ease of submission.

## Can I use my Frequent Parker Card on the new Interlink?

No. the InterLink will be a separate facility tailored for daily commuters going to Providence and Boston on the train. We will have a monthly parking card option though.

Still have a Frequent Parker question?

Contact us at [fppinfo@parkpvairport.com](mailto:fppinfo@parkpvairport.com) or call 1-877-735-9280 (between the hours of 8am-5pm EST).

FOR PARKING INFORMATION, PLEASE VISIT [WWW.PARKPVDAIRPORT.COM](http://WWW.PARKPVDAIRPORT.COM)

Updated 1/16/12