



Frequently Asked Questions

GENERAL PARKING

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 each parking "day" consisting of a 24-hour period beginning from your time of entrance into a lot or garage, calculated until your time of exit, and 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"

How can I determine whether I pay the daily or weekly rate in Lot E?

Our systems are set to charge the lowest applicable rate, based upon the length of your stay. If you park for 5 days or less, the daily rate applies. If you park for 6 or 7 days, the weekly rate is lower than the daily and will be applied. Anything over 7 days will be calculated at the daily rate for each additional day, until you reach the weekly threshold again.

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. There are no hidden fees!

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 and direct you around the affected areas.

Cashiers and Lot E Shuttle Buses also operate 24 hours a day, 365 days a year.

Where can I park while waiting to pick up an arriving passenger?

T.F. Green's Cell Phone Waiting Lot, is located at 2282 Post Road, just south of the Post Road Airport Entrance, on the corner of Strawberry Field Road (west) and Post Road. Unattended vehicles as well as commercial vehicles or vehicles for hire are prohibited in the lot and subject to towing and fines.

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 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. The airport is also on Facebook, Instagram, Youtube and Twitter.

How do I use a printed coupon?

If you have printed a Garage B or Lot E coupon from the website, please present it to the cashier at time of payment. You may also show the cashier an image of the coupon from a mobile device.

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.



How does the program work?

Members are assigned a Frequent Parker Card, which is securely 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 open the gates and automatically calculate your length of stay and parking charges.

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	\$28.00	280 Points
Garage B	\$23.00	230 Points
Short Term Lot D	\$23.00	230 Points
Express Lot E	\$15.00	150 Points

Rates effective 4/1/17

Note: As of 12/1/2017, Garage C is no longer a T.F. Green Airport-operated parking resource, nor part of the Frequent Parker Program.

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.

NOTE: As a new member of the PVD Frequent Parker Program, you will not be able to login to your new online account until your account has been activated. Please allow 24-48 hours for account activation after creating your online account.

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.

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

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.

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. Please contact us at fpinfo@parkpvdairport.com to have the redemption points added back into your account. Please be aware that Garage A is very busy on Mondays and Tuesdays, and full capacity is likely.

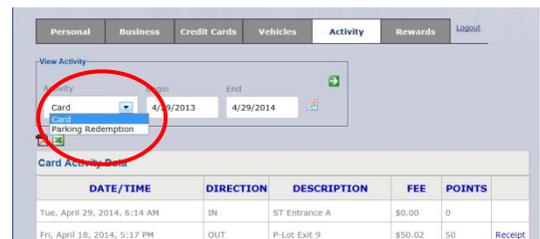
How do I cancel a parking redemption or view previous parking redemptions made?

First, login to your PVD Frequent Parker Program account and select "Activity".

Under the View Activity box at the top, select the arrow for the drop down under "Activity".

Highlight **Parking Redemption**.

Click on the Green arrow to the right of the box.



You will then be able to see a list of current and previous parking redemptions.

Parking redemptions can only be canceled or modified PRIOR to entering parking facility for your scheduled parking redemption. Once you are parked, you cannot modify the parking redemption (i.e. add additional days)



If your parking redemption has not yet occurred and you wish to cancel it, simply select “Cancel” next to the redemption. In order to modify an existing redemption, you must first cancel the redemption and then go back to the Rewards tab to make a new parking redemption.

I forgot my username? Where can I find it?

If you have forgotten your username and need it sent to you, simply send an email to tfgreen@lazparking.com with your request and your name. Please note that usernames are case sensitive.

I am having trouble logging in to my account. Who can I contact for help?

If you are unable to log-in to your account due to a forgotten user name or password, please try the following:

1. User name error – note that usernames are case sensitive. If you are still unsuccessful, email tfgreen@lazparking.com with your request and first and last name and a representative will email you with the correct user name on file.
2. Password – Passwords are also case sensitive. If you have forgotten your password, user the “Forgot Password” function on the log-in screen to have it emailed to you. Your password will be reset to a computer generated code that you will be able to use to log-in. Once you have logged in to your account, you can reset your password.
3. If you are still having trouble logging in using the correct username and a new computer generated password, close out of the page and enter to the log-in page through www.parkpvdairport.com (do not use a bookmark to re-access the page). By doing this you will clear out any extra characters that may have been put into the log-in fields. These are extra characters like spaces that happen from copying and pasting and that we can’t always see but the computer recognizes. You can also put your cursor in the user name or password fields and hit the delete button a few times to make sure it has been completely cleared.

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. There is only one card issued per account.

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

E-mail us at tfgreen@lazparking.com or call 1-401-737-7275 (between the hours of 8am-5pm EST) to deactivate your old card and order a replacement card.

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 cannot be used at the automatic pay stations. *PVD Frequent Parker Program members do not need to download 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 exit, what do I do?

Hit the Intercom (blue button) and someone will assist you. At that point, parking operations personnel will look up your account and if there is a secondary credit card on file they will be able to manually charge the secondary card. If you do not have a secondary credit card on file, an alternate method of payment will be required. Then, send a copy of your receipt to fppinfo@parkpvdairport.com to receive Frequent Parker Points for the stay.

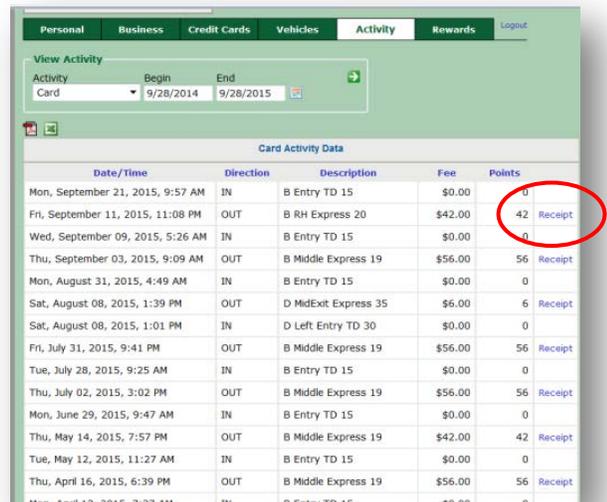
Can I use my Frequent Parker Program card at the Interlink West Commuter Rail Garage?

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 consecutive 24 hour period thereafter = \$36.75**
- For overnight or longer trips, please use T.F. Green’s regular on-airport lots.

How can I print a receipt from my account?

- 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 to print. A pop-up window will come up with your detailed transaction. If this window does not appear, double check to make sure your computer setting is set to “Allow Pop-Ups”.
- 3) Different ways to print your receipt:
 - a. Select CTRL P on your keyboard
 - b. Go to the top of the web browser page and select File then Print



Date/Time	Direction	Description	Fee	Points
Mon, September 21, 2015, 9:57 AM	IN	B Entry TD 15	\$0.00	0
Fri, September 11, 2015, 11:08 PM	OUT	B RH Express 20	\$42.00	42 Receipt
Wed, September 09, 2015, 5:26 AM	IN	B Entry TD 15	\$0.00	0
Thu, September 03, 2015, 9:09 AM	OUT	B Middle Express 19	\$56.00	56 Receipt
Mon, August 31, 2015, 4:49 AM	IN	B Entry TD 15	\$0.00	0
Sat, August 08, 2015, 1:39 PM	OUT	D MidExit Express 35	\$6.00	6 Receipt
Sat, August 08, 2015, 1:01 PM	IN	D Left Entry TD 30	\$0.00	0
Fri, July 31, 2015, 9:41 PM	OUT	B Middle Express 19	\$56.00	56 Receipt
Tue, July 28, 2015, 9:25 AM	IN	B Entry TD 15	\$0.00	0
Thu, July 02, 2015, 3:02 PM	OUT	B Middle Express 19	\$56.00	56 Receipt
Mon, June 29, 2015, 9:47 AM	IN	B Entry TD 15	\$0.00	0
Thu, May 14, 2015, 7:57 PM	OUT	B Middle Express 19	\$42.00	42 Receipt
Tue, May 12, 2015, 11:27 AM	IN	B Entry TD 15	\$0.00	0
Thu, April 16, 2015, 6:39 PM	OUT	B Middle Express 19	\$56.00	56 Receipt
Mon, April 13, 2015, 7:37 AM	IN	B Entry TD 15	\$0.00	0



- c. Highlight the text in the Receipt window, copy and then paste into a Word document. Select Print.
- d. At the top of your keyboard to the far right of the “F” keys there is a button “Print Screen”. Press this button, open a blank word document, right click on the document and select “Paste”. Select Print.

*DUE TO DIFFERENT BROWSER SETTINGS, THE PRINT BUTTON WORKS IN GOOGLE CHROME.

Still have a Frequent Parker Program question?

Contact us at tfgreen@lazparking.com or call 1-401-737-7275 (between the hours of 8am-5pm EST, Monday - Friday).

TERMS & CONDITIONS OF FREQUENT PARKER PROGRAM

A Frequent Parker Program account that has remained inactive (no parking activity on the account or points accumulated) for 24 months will be considered inactive and the Frequent Parker Program Access Card will be deactivated and any point balance on the account will be forfeited. Frequent Parker Program Accounts that are deactivated will be required to return the Frequent Parker Program Pass to PVD Reward Headquarters, PO Box 39125, Cleveland, OH 44139.

If you should receive a notification that your account is subject to cancellation, and you wish to remain active in the program, simply send an e-mail to tfgree@lazparking.com with your name, upcoming travel dates and intention to remain in the program.

T.F. Green Airport reserves the right to modify, change or cancel the PVD Frequent Parker Program at any time.

**Taxicabs, Courtesy Vehicles, Limited & Public Motor Vehicles, and Motor Vehicles for Hire using the card access system are strictly prohibited from participation in the PVD Frequent Parker Program.