



## FREQUENTLY ASKED QUESTIONS

### **What is the SAV PARKING REWARDS Frequent Parker Program?**

The **SAV PARKING REWARDS Frequent Parker Program** is a fully automated rewards program for on-airport parking. Park On-Airport for business and leisure trips to earn points for FREE parking.

### **How do I sign up?**

You must enroll, online, by visiting: <https://flySAVparking.com>. You will be mailed a free **SAV PARKING REWARDS Automated Pass** in five to seven business days. You can add up to two (2) license plates on file that can also be used to enter and exit the parking location.

### **Can my SAV PARKING REWARDS Automated Pass be mailed to a different address than what I entered when I registered?**

The address listed on Address Line 1 should be your credit/debit card billing address. If the billing address is different from the location you wish your **SAV PARKING REWARDS Automated Pass** to be sent to, please call the **SAV PARKING REWARDS Administration Office** at **877-735-9280** (Monday – Friday, 8am-5pm EST), or send an email to [info@flySAVparking.com](mailto:info@flySAVparking.com).

### **Is there a charge to join the SAV PARKING REWARDS Frequent Parker Program?**

No, membership is free and there is no charge for the initial **SAV PARKING REWARDS Automated Pass**. However, if your pass is lost or stolen there is a \$10 charge or 100-point replacement fee. If applicable, the lost pass fee will be charged to your credit or debit card on-file. A replacement **SAV PARKING REWARDS Automated Pass** will then be mailed to you.

### **Who is eligible to join the SAV PARKING REWARDS Frequent Parker Program?**

Any individual that parks On-Airport at the Savannah/Hilton Head International Airport (SAV) can join the **SAV PARKING REWARDS Frequent Parker Program**. Membership is FREE. The more you park on-airport, the more points you will earn towards free parking. **(Valet Parking is excluded from the SAV PARKING REWARDS Frequent Parker Program.)**

### **How does the SAV PARKING REWARDS Frequent Parker Program work?**

Members are assigned a **SAV PARKING REWARDS Automated Pass**, which is securely linked to the credit or debit card on file. Members can also enter up to two (2) license plates when registering for the program. Upon entering the parking facility, the license plate will automatically be read (if entered in the online account) and the gate will raise. Pull up to the gate so that the back-license plate can be viewed by the cameras. If the license plate is not on file, please use the **SAV PARKING REWARDS Automated Pass** that was issued to the account. Upon exiting, the license plate (or **SAV PARKING REWARDS Automated Pass**) is read, the exit date and time recorded, and the credit or debit card is charged the correct amount due for the length of the parking stay. We recommend that you always keep the **SAV PARKING REWARDS Automated Pass** in your vehicle just in case the license plate readers are not operating.



## FREQUENTLY ASKED QUESTIONS

The **SAV PARKING REWARDS** online account will also be credited with points from the parking stay and a receipt will be emailed.

The Entry and Exit Lanes will have an **SAV PARKING REWARDS** Automated Pass Reader. Simply hold your **SAV PARKING REWARDS** Automated Pass in front of the reader to raise the gate.

**Members are awarded 1 point per dollar spent** in the Savannah/Hilton Head parking lots or garage. **(Valet Parking is excluded from the SAV PARKING REWARDS Frequent Parker Program.)**

**I've been parking at SAV Airport for a long time and just became aware of the SAV PARKING REWARDS Frequent Parker Program. Can I receive credit for past parking stays?**

Unfortunately, no. The **SAV PARKING REWARDS** Frequent Parker Program is set-up so that points can only be accumulated from the day a member receives their **SAV PARKING REWARDS** Automated Pass. No retroactive points can be given.

**How do I redeem points for FREE parking?**

First, login to your **SAV PARKING REWARDS** account, select "Redemptions" and then checkmark the box "Redeem Points on next visit". You will then click the gray box that says, "Create Redemption". The system will default by showing the date that you selected the redemption. The date and time will adjust after you exit the parking location.

**Note:** The system will use the total available points in your account and adjust how many points are used based on the location you park in. If you park for more days than you have points, the balance will be charged to your credit or debit card on file. You will receive points for the cash portion of this transaction.

Upon arriving at the airport, simply enter and exit your preferred parking location, as usual, with your **SAV PARKING REWARDS** Automated Pass or license plate in order to have the points credit applied to your account. **There are no certificates to present or reservations required prior to entering the lot.** The transaction will be handled through the automated system.

**Please Note: If you are already parked and you forgot to create the redemption, you can do so after you have entered the parking garage or lot. However, the redemption must be created prior to exiting.**

**SAV PARKING REWARDS** points will not be earned on days when free parking redemptions are used. Points are only earned on days of PAID parking. A FREE parking redemption does **not** reserve a space in any of the airport's on-site parking lots. If you arrive and your chosen parking location is full, you must park in an alternate on-airport parking location.

## FREQUENTLY ASKED QUESTONS

The chart below illustrates how many points are needed for one day of FREE parking:

Parking Facility	Points Needed for 1 Day FREE
SAV Value Park	50
Oversized/Overflow	50
Economy	80
Long Term/Hourly	120

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

First, login to your **SAV PARKING REWARDS** account and select “Redemptions”. To cancel a pending redemption, click the ‘Cancel Pending Redemptions’ checkbox, then, select the ‘Cancel Redemption’ button.

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

If you are unable to login to your account due to a forgotten username or password, please try the following:

- Username error – Your username is the registered email address used when you set up your account. If you have forgotten your registered email address and need it sent to you, simply send an email to [info@flySAVparking.com](mailto:info@flySAVparking.com) with your request and your name.
- Password – Passwords are case sensitive. If you have forgotten your password, use the “Forgot your Password” function on the member login screen to have it emailed to you.

If you are still having trouble logging in using the correct email and password, close out of the page and enter the login page through <https://flySAVparking.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 entered in the login fields. These extra characters (like spaces) happen from copying and pasting items we cannot see, but the computer recognizes. You can also put your cursor in the email or password fields and hit the delete button a few times to make sure it has been completely cleared.

### My SAV PARKING REWARDS Automated Pass or License Plate was denied when trying to enter/exit.

#### What do I do?

First, check to make sure your default credit or debit card on file with your **SAV PARKING REWARDS** account has not expired. If you used your license plate to enter and exit the parking lot, please make sure that the correct license plate number is on file.

## FREQUENTLY ASKED QUESTIONS

Occasionally there may be an equipment malfunction. Please contact the **SAV PARKING REWARDS** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EST) or [info@flySAVparking.com](mailto:info@flySAVparking.com) to ensure your account is updated with correct information and properly activated.

To receive points for this parking stay, simply send in a copy of your parking receipt to the **SAV PARKING REWARDS** Administration Office via fax to **440-542-1810** or email [info@flySAVparking.com](mailto:info@flySAVparking.com). Please be sure to include your full name and a short explanation of why you are seeking credit.

### **What do I do if I lost my SAV PARKING REWARDS Automated Pass?**

Email the administration office at [info@flySAVparking.com](mailto:info@flySAVparking.com) or call **877-735-9280** (Monday – Friday, 8am-5pm EST) to deactivate your lost **SAV PARKING REWARDS** Automated Pass and order a replacement. There is a \$10 replacement fee. Members also have the option to have 100 points deducted from their account instead of incurring the \$10 charge.

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

To update your information, such as a credit or debit card, email, name or address on file, please visit <https://flySAVparking.com> login to your account and select “My Profile”. After your information has been updated, you will need to answer the math question at the bottom of the page and click “Save”. Your account information will be updated immediately in the system.

*Note: If you want to confirm that your information was successfully updated you can email the **SAV PARKING REWARDS** Administration at: [info@flySAVparking.com](mailto:info@flySAVparking.com) or call **877-735-9280** (Monday – Friday, 8am-5pm EST). It is a good idea to periodically check your account information to be sure it is correct. This will eliminate any issue when you enter and exit an on-airport parking facility.*

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

**The SAV PARKING REWARDS** Frequent Parker Program provides one **SAV PARKING REWARDS** Automated Pass and you can add up to two license plates on your account to allow up to three people on one account. **However, only one license plate or SAV PARKING REWARDS Automated Pass can be used to park at a time.**

### **Can I transfer my points to someone else?**

No, points are not transferrable.

### **How many SAV PARKING REWARDS Automated Passes can I have in my account?**

You will receive one **SAV PARKING REWARDS** Automated Pass that will be your primary account number and you can have up to two license plates on file.



## FREQUENTLY ASKED QUESTIONS

### How can I access a receipt from my account?

If the email you entered on your account is correct, all receipts will automatically be emailed. You can also access your receipt by doing the following:

- 1) Login to your online account and select "Visits". This screen will show all your activity.
- 2) Select the "Email Receipt" link next to the transaction you wish to access, and the receipt will be emailed to you.
- 3) Check your email for your parking receipt.

### Still have a SAV PARKING REWARDS Frequent Parker Program question?

Contact us at [info@flySAVparking.com](mailto:info@flySAVparking.com) or call 877-735-9280 (Monday - Friday, 8am – 5pm EST)

## TERMS & CONDITIONS

These terms and conditions are effective until terminated by the Savannah/Hilton Head International Airport. The Savannah/Hilton Head International Airport reserves the right to modify, change, or cancel the **SAV PARKING REWARDS** Frequent Parker Program with or without notice, at any time. In the event of termination, participants shall have six months from the effective date to use any accumulated points.

**SAV PARKING REWARDS** Frequent Parker Program members can login to their account at any time to update their profile, add/change credit or debit card information, check point balances or redeem rewards for parking. Retro- active credit (credit for parking stays prior to enrollment date) will not be issued to new or existing program participants.

Lost SAV Parking Rewards Automated Passes will incur a \$10.00 replacement charge. Members also have the option to have a 100-point deduction from their account, instead of occurring the \$10.00 charge.

An active member is defined as "a current member of the SAV Parking Rewards Program that has some level of activity either accumulating points for paid parking or redeeming for rewards – within the last 18 months."

\*An **SAV PARKING REWARDS** Frequent Parker Program account that has not had parking activity for 18 months will be considered inactive. An email notification will be sent to the member notifying them that if there is no account activity (points accumulated or redeemed) within 30 days, their account will be closed, and any point balance forfeited. They will also be instructed as to how to return the **SAV PARKING REWARDS** Automated Pass to [SAV PARKING REWARDS Headquarters, PO Box 39125, Cleveland, OH 44139.](#)



## FREQUENTLY ASKED QUESTONS

If the Automated Pass is not received back or the account is not re-activated (parking activity) within 30 days, the Automated Pass will be considered lost and the credit card on file will incur a \$10.00 fee.

Savannah/Hilton Head International Airport reserves the right to add, modify, delete or otherwise change any of the rules, procedures, conditions or benefits pertaining to the program at its sole discretion, with or without notice, even though changes may affect the value of points already accumulated.

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