

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 7- 10 business days.

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

The address listed when you enroll needs to be your credit/debit card billing address. If the billing address is different from the location you wish to have your **SAV PARKING REWARDS** Automated Pass 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.

Can I have more than one credit or debit card on file?

Yes, you may have as many credit or debit cards on file as you prefer. It is your responsibility to make sure that the proper credit or debit card on file is selected as your default to be charged at the time of exit.

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 and Barcode, which is securely linked to the credit or debit card on file. The Entry and Exit Lanes will have a **SAV PARKING REWARDS** Automated Pass Reader and Barcode Reader. Simply hold your **SAV PARKING REWARDS** Automated Pass or Barcode in front of the reader to raise the gate. Your Automated Pass or Barcode will be read, the entry/exit date and time will be recorded, and the credit or debit card will be charged the correct amount due for the length of the parking stay. Your **SAV PARKING REWARDS** online account will also be credited with points from the parking stay and a receipt will be emailed.

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Note: Refer to the images below for proper use of your **SAV PARKING REWARDS** Automated Pass and Barcode.



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 enrolls in the program. No additional retroactive points can be given.

How do I redeem points for FREE parking?

First, log in 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 be adjusted 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 Barcode 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.

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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.

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	70
Oversized/Overflow Lot	70
Economy Parking Lot	120
Long Term/Hourly Parking	180

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

First, log in 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 log in to your account due to a forgotten username or password, please try the following:

- Username – 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 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.

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My SAV PARKING REWARDS Automated Pass or Barcode 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. Occasionally there may be equipment malfunctions. Please contact the **SAV PARKING REWARDS** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EST) or 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. 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 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> log in 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 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?

Yes, but you will be responsible for any parking fees associated with the use of the **SAV PARKING REWARDS** Automated Pass or Barcode.

Can I transfer my points to someone else?

No, points are not transferable.

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

The **SAV PARKING REWARDS** Frequent Parker Program allows for only one (1) **SAV PARKING REWARDS** Automated Pass and Barcode per account.

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How can I access a receipt from my account?

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

- 1) Log in 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 or call **877-735-9280** (Monday - Friday, 8am – 5pm EST)