



## Frequently Asked Questions:

### How does the program work?

Members are assigned an Auto-Pilot Rewards Program™ Automated Pass, which is linked to a credit card kept on file. Simply enter and exit through one of the designated lanes with an automated reader. **\*NOTE: Only selected entrance/exit lanes have automated readers. Please look for the reader directly above the gate. They are white and approximately 1ft x 1ft. If you park in Lots 3, or 4 the automated reader is located in the bus lane and you must use this lane to enter/exit. Do NOT pull a ticket. The automated pass should be mounted or held next to the rearview mirror upon entrance/exit.**

The system will automatically calculate your time in and out, the credit card on file is automatically charged for the appropriate hours and days of parking, and your Auto-Pilot Rewards Program™ account is credited with points from your stay. **Members are awarded 1 point per dollar spent** on parking in any of the Bradley Airport parking lots or garages. When you are ready to redeem for FREE parking, simply login to your Auto-Pilot Rewards Program™ account and select the day(s) and lot or garage 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 or garage.

Lot/ Garage	Daily Rate	Points Needed for 1 Day Free Parking	Weekly Rate	Points Needed for 1 Week Free Parking
Short Term Garage	\$30.00	320 Points	NA	NA
Long Term Garage	\$26.00	280 Points	\$104.00	1110 Points
Express Lot 1	\$12.00	130 Points	\$72.00	775 Points
Long Term Lot 2 (previously Lot B)	\$10.00	110 Points	\$60.00	640 Points
Economy Lot 3	\$8.00	85 Points	\$48.00	510 Points
Economy Lot 4	\$6.00	65 Points	\$36.00	385 Points

### How do I sign up?

You must enroll online by visiting: <https://fpp.parkbradley.com/fpp/>. You will be mailed a free Auto-Pilot Rewards Program™ Automated Pass in 5 to 7 days.

### I've been parking at Bradley Airport for a long time; can I receive credit for those past stays?

Unfortunately, no. The Auto-Pilot Rewards Program™ is set up so that points can only be accumulated from the day a member receives their Auto-Pilot Rewards Program™ Automated Pass. No retroactive points will be given.

### Are points awarded based on the total of the receipt with tax or before tax?

Points are awarded based on the total of the receipt **BEFORE** tax.

## How do I redeem points for Free Parking?

First, login to your Auto-Pilot Rewards 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 enter and exit the lot or garage as usual with your Automated Pass in order to have the credit applied to your account. 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. If you return later than the date selected the system will automatically charge the card on file for the difference.***

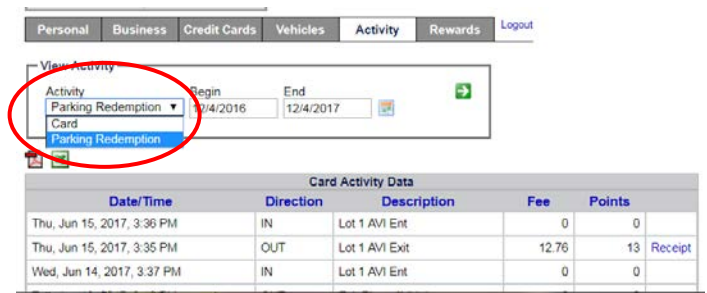
Rewards program points cannot be earned on days free parking redemptions are used. Points are only earned on days of paid parking.

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 full payment will still be required. In this case, please contact the Auto-Pilot Rewards Program™ Administration office to have your redeemed points added back into your account. The administration office can be reached at 1-877-735-9280 or [info@parkbradley.com](mailto:info@parkbradley.com).

## 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 [info@parkbradley.com](mailto:info@parkbradley.com) with your request and your name. Please note that username's are case sensitive.

### **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 user name or password, please try the following:

1. User name error – note that usernames are case sensitive. If you are still unsuccessful, email [info@parkbradley.com](mailto:info@parkbradley.com) with your request and first and last name and a representative will email you with the correct username on file.
2. Password – Passwords are also case sensitive. If you have forgotten your password, use the “Forgot Password” function on the login 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 login. 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 the login page through [www.parkbradley.com](http://www.parkbradley.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 login 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 username 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. Auto-Pilot Rewards Frequent Parker Program™ Automated passes 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 Automated Pass?**

E-mail us at [info@parkbradley.com](mailto:info@parkbradley.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 Automated Passes will incur a \$25.00 replacement charge, which will be charged to the credit card linked with the Auto-Pilot Rewards Frequent Parker Program™.

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

If your credit card becomes expired, or incorrect information was provided, your Automated Pass will not be valid upon parking. To update this, as well as other information such as name, address or car model, please login to your account and click “Edit” to update your information.

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

The parking coupons available at [www.parkbradley.com](http://www.parkbradley.com) or [www.bradleyairport.com](http://www.bradleyairport.com) cannot be used at the automatic pay stations.

### **My Automated Pass 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 Auto-Pilot Rewards Program™ Administration office at 1-877-735-9280 or [info@parkbradley.com](mailto:info@parkbradley.com) to ensure your account is properly activated.

### **How can I print a receipt from my account?**

- 1) Login 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) Select Print.

### **Still have an Auto-Pilot Rewards Program™ question?**

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

### **TERMS & CONDITIONS OF FREQUENT PARKER PROGRAM**

Lost Automated Passes will incur a \$25.00 replacement charge.

A Frequent Parker account that has remained inactive (no parking activity on the account or points accumulated) for 18 months will be considered inactive and the member will be requested to return the Automated Pass to Rewards Headquarters, PO Box 39125, Cleveland, OH 44139. If the pass is not received back or the account is not re-activated within 30 days, the pass will be considered lost and the primary credit/debit card on file will be charged \$25.00.

Airport employees, Taxicabs, Courtesy Vehicles, Limited & Public Motor Vehicles, and Motor Vehicles for Hire using the card access system are strictly prohibited from participation in the Auto-Pilot Frequent Parker Program™.

Bradley Airport reserves the right to modify, change or cancel the Auto-Pilot Rewards Frequent Parker Program™ at any time.