



FREQUENTLY ASKED QUESTIONS

for the FASTTRACK™ PREMIER PARKER *loyalty program*

1. How do I sign up to be a FASTTRACK PREMIER PARKER?

There are 3 ways to sign up for the new FASTTRACK Loyalty program:

- Sign up on our website at www.fasttrack.com by clicking on the Premier Parker tab at the top of the page. Once you complete the enrollment form, a plastic barcoded membership card will be sent to you.
- Pick up a card and enrollment form at one of our facilities and mail it to us at the following address; PCAA, LLC, Attn. Customer Service, 8255 Firestone Blvd, suite 502, Downey, CA 90241.
- Contact our Customer Service department to assist you in signing up either via email at loyalty@parkingcompany.com or over the telephone toll free at 866-727-5728.

2. My local facility is called AviStar® Airport Parking, why should I sign up for a FASTTRACK Loyalty card?

AviStar® Airport Parking and FASTTRACK™ Airport Parking are both owned and operated by PCAA, LLC. We have one unified loyalty program that is called the FASTTRACK Premier Parker. It will work at all of our locations, whether they are called AviStar or FASTTRACK.

3. I already have a loyalty card for my FASTTRACK or AviStar lot, why do I need this new card?

We are integrating all of our separate location loyalty programs into one single program. This allows us to be more generous in the benefits we give you. It also makes it easier for us to offer you additional benefits that you may not have had access to in the past, including

- Get your corporate discount without printing a voucher when you link your loyalty card to your corporate account;
- Earn free days in lots where you have never been able to get free days before;
- Upgrade to Platinum for an automatic 10% discount and Express Exit (where available).

Check the BENEFITS page on our web site for all the great features of our loyalty program! Eventually, we will phase out all the old programs and you will be required to be join the new program to get your loyalty benefits. But why wait? You can earn free parking faster the sooner you join!

4. I don't want to lose any of the points or free days I already have in the old loyalty program How can I keep all my credits?

You will not lose any of the free days or points you have accumulated in an existing loyalty program at our facilities. Just go to our website www.fasttrack.com for details on how to keep all your credits. You may also email our customer service department at loyalty@parkingcompany.com or call toll free 866-727-5728.



5. How do I know what old loyalty programs are eligible to transfer into the new FASTTRACK Premier Parker program?

Our website lists all the pre-existing programs at www.fasttrack.com...

or you can reference the list below for the pre-existing programs that qualify:

- FREEquent Parker Program (Hartford 3 lots, now all FASTTRACK)
- VIP program (former PCA lots, now all FASTTRACK – includes Atlanta former Prestige lot, Dallas, Denver, Memphis, Oakland 3 lots, Phoenix 2 lots, Pittsburgh, San Francisco)
- Express Club (current and former AviStar lots) includes Chicago AviStar, Newark AviStar Haynes & McClellan lots, JFK AviStar, LGA AviStar, Philadelphia FASTTRACK North lot
- SunPark Premier Parker program (now all FASTTRACK) includes St Louis, Buffalo, Houston
- SunPark Express Plus program (now all FASTTRACK) includes Columbus, Oklahoma City, Philadelphia North
- Cleveland Frequent Parker program (former First Choice Valet lot)
- Priority Frequent Parker program (Philadelphia FASTTRACK South lot only)

If you have any additional questions, please contact our customer service department via email at loyalty@customerservice.com or call toll free 866-727-5728.

7. Once I get my free day(s), when can I use them?

Free days may be used whenever you wish, however, they will **expire 1 year from the date of issue**. You can use your free days separately (one at a time) or together (multiple free days in a single trip). It is possible that on rare occasions you may try to use your free days on certain dates that are already “sold out” (via advance reservations). If that is the case, you will be informed at the time you are making your redemption request so you can choose an alternate date.

8. Do I have to use all my free days in a single “stay”?

No, you can use your free days separately (one at a time) or together (multiple free days in a single stay).

9. What does “Upgrade to Platinum” mean?

Our Platinum members receive certain additional benefits, including

- An **automatic 10% discount** every time they park, and
- **Express Exit** (at participating locations).

This program is particularly helpful for busy travelers who do not have time to print out coupons but still want to save money, and those who like to save time by bypassing the need to pay at the cashier when they are ready to exit our location.

In order to “Upgrade to Platinum”, you need to include your credit card information in your enrollment form so we can charge this credit card for your parking when you exit.

Also, the Platinum program **costs \$15 per year** and it is charged to your credit card on file. However, **your first year is FREE!** So you can try the Platinum program risk-free and see if it meets your needs.



10. What exactly is EXPRESS EXIT?

In our VALET locations, Express Exit works like this:

- When you drive into the facility, you present your Premier Parker loyalty card to the valet attendant so s/he can note your loyalty card number. If you have a discount coupon you want to use, you give it to the Valet at that time.
- When you return to the facility, the Valet returns your vehicle and your parking receipt is waiting inside. You do not have to go to the cashier to pay because we have already charged you on the credit card you have attached to your Premier Parker loyalty account. If you have a discount either an automatic 10% off, a corporate discount or a discount coupon you have presented you will have received the best discount.

In our SELF PARK locations, Express Exit works like this:

- When you enter the facility, park as usual.
- When you return to our facility from your trip, take your ticket and your loyalty card to the kiosk and follow the directions on the kiosk. You will be able to “cash out” at the kiosk.

11. Where are the locations that offer EXPRESS EXIT?

The following VALET lots offer Express Exit:

- Chicago, Hartford Red Lot and Blue Lot, Newark McClellan and Haynes lots, New York JFK and LGA lots, PHILADELPHIA North and South lots.

The following SELF PARK lots offer Express Exit via kiosk:

- Columbus, Oakland Premier Lot

12. The Platinum program sounds like the AviStar Express Club, what is the difference?

You are right – the Platinum Program is modeled after the Express Club! The Express Club has not been available to all locations before this and now we have opened up the program to a wider audience.

If you are ALREADY an Express Club member, we will roll your membership into the Platinum program with no problem.

You still need to enroll in the new Premier Parker program so you get a membership card and number, but we will integrate your information from the Express Club into your new Platinum Premier Parker account in our customer service department.

13. I am already a member of the AviStar Express Club, why should I enroll in the FASTTRACK Premier Parker program?

Most important is that with the Premier Parker program, you can start to **earn free parking!** You cannot do that in the Express Club.

Also, we will be phasing out the old AviStar Express Club over time, so we would encourage you to make the transition sooner rather than later and earn free parking!



14. My company has a corporate account with FASTTRACK Airport Parking and/or AviStar Airport Parking, how can I be sure to receive my corporate discount?

When you enroll in the Premier Parker program, include the name of your company in the enrollment form in the CORPORATE ACCOUNT section. When you submit your enrollment form, we will automatically search our database to find your company account and discount rate and attached that rate to your loyalty card. Then all you have to do is let the cashier scan your Premier Parker card at the exit to get your corporate discount.

Remember that **you may only use one discount at a time**. So if you have a corporate discount that you want to use, then you cannot use a coupon offer with it at the same time. You may choose one or the other, a corporate discount or some other discount, but not both.

Also, if you have an automatic 10% discount because you are a Platinum Premier parker, you must choose whether you want to use this discount or your corporate discount or a coupon. In every case, you may only use one discount at a time.

15. I input my company name in the enrollment form, but it did not find my corporate discount. What do I do?

You may have used a different version or spelling of your company name than what is in our records. Please contact our customer service department via email at loyalty@parkingcompany.com or by phone at 866-727-5728 (toll free) so we can help you.

16. I do not have a corporate account, but it sounds like a good idea. How do I get a corporate account?

Please contact our sales department at corporateaccounts@parkingcompany.com or you can call our customer service department at 866-727-5728 to be directed to a particular representative in your area.

17. I have lots of discounts a corporate discount, a Platinum automatic 10% off and a discount coupon can I use them all at once?

No, you may only use one discount per stay. Please let the Valet attendant (if you are using Express Exit) or cashier (if you are exiting normally) know which discount you would like to use.

18. Can I lend my Premier Parker to someone else?

No, Premier Parker cards are only for the registered user. However, anyone can enroll in our Premier Parker program. You can even pick up a Premier Parker card at the location and use it as you exit and enroll online later!

19. Can I give away my free days to a friend?

Yes, however you must follow these steps:

1. Redeem your points and make a reservation online using your Premier Parker account for the days your friend will park.

2. Give your friend the printed out confirmation to present at the cashier in order for him or her to use the free days.