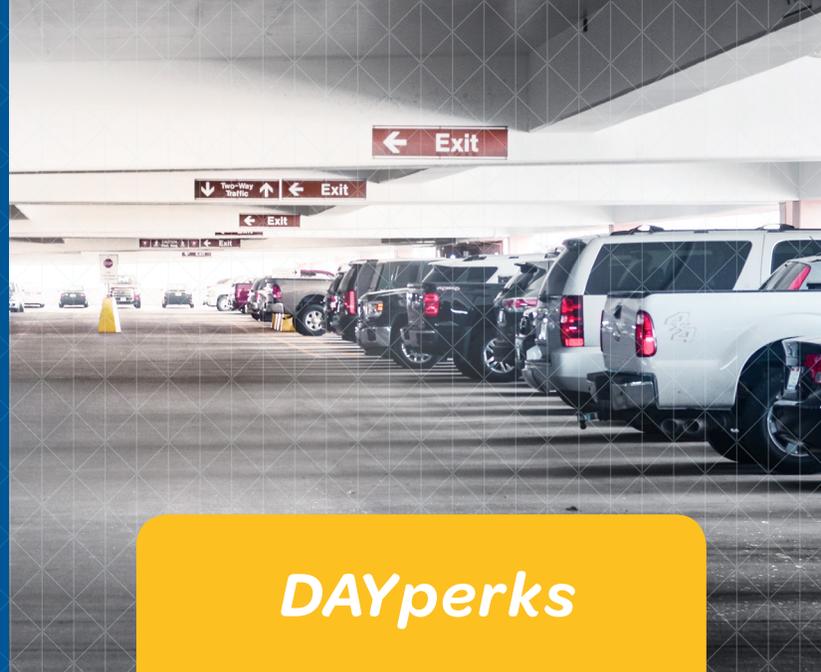




# DAYperks

## Frequently Asked Questions

### ABOUT THE DAYperks PARKING LOYALTY PROGRAM



### HOW DOES THE DAYperks PARKING LOYALTY PROGRAM WORK?

At Dayton International Airport, members are assigned a DAYperks Parking Loyalty Program Card, which is linked to a credit card kept on file in a secured, online account. Simply tap your DAYperks Card in front of the DAYperks logo on the reader at the entry of the parking facility and the gate will go up. **DO NOT PULL A TICKET OR INSERT YOUR CARD INTO THE MACHINE.**

When you exit, tap your DAYperks Card in front of the DAYperks logo on the reader and the gate will go up. Your DAYperks Card will automatically record your time in and out, charge the credit on file and credit you with Parking Loyalty points. A receipt will be emailed to you.



### HOW DO I EARN POINTS?

When you are ready to redeem for FREE parking, simply login to your DAYperks account, select Redemptions, select the parking location and the number of day(s) for which you would like to redeem.

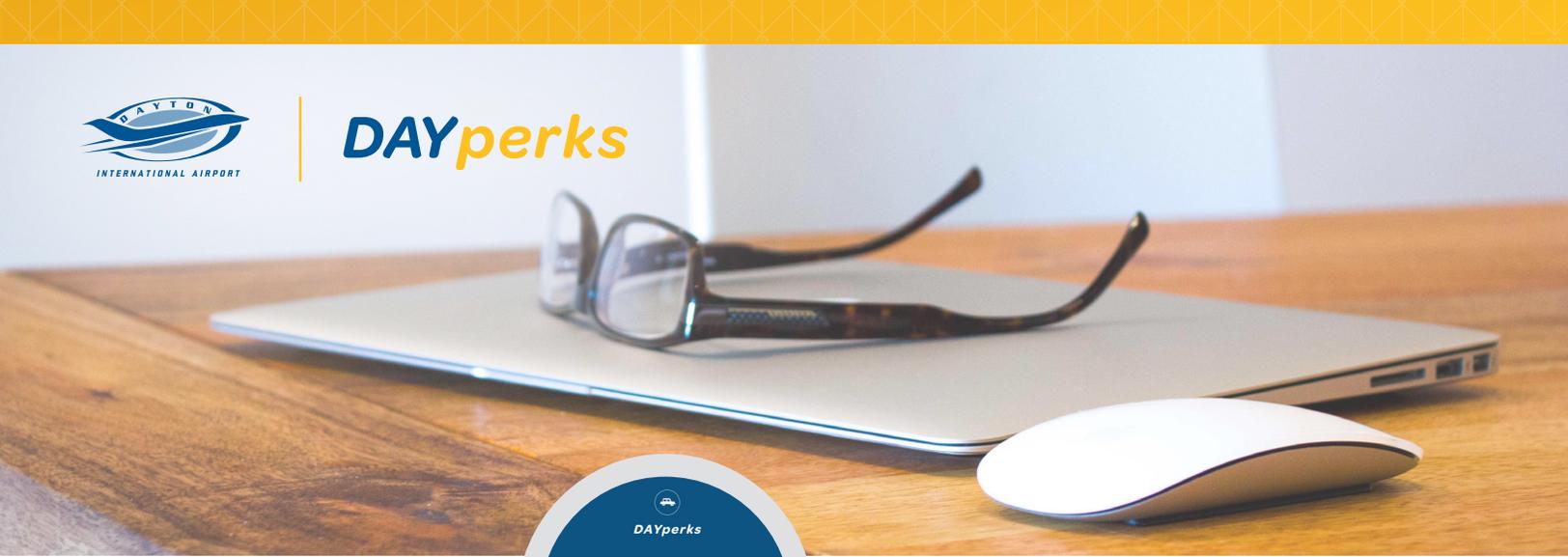
The chart below illustrates how many points are needed for one day of free parking in each parking location.

### COLLECTING DAYperks POINTS FOR FREE PARKING

Parking Location	Daily Rate	Points Needed for 1 Day Free Parking
Economy Lot	\$4.95	50 Points
Long Term	\$14.00	140 Points
Garage	\$18.00	180 Points
Valet	\$20.00	200 Points
Short Term	\$24.00	240 Points
Overflow	\$4.95	50 Points



# DAYperks



## HOW DO I SIGN UP?

Enrollment is fast, easy and secure. Visit: [www.dayperks.com](http://www.dayperks.com). Your information will not be sold. You will be mailed a free DAYperks Parking Loyalty Program Card in 5 to 7 days, along with a parking brochure.

## CAN I RECEIVE CREDIT FOR PAST PARKING STAYS?

The DAYperks Parking Loyalty Program is a new program at Dayton International Airport and points can only be accumulated from the day a member receives their DAYperks Parking Loyalty Program Card. Unfortunately, no retroactive points can be given.

## HOW DO I REDEEM MY POINTS FOR FREE PARKING\*?

First, login to your DAYperks Parking Loyalty Program account and select "Redemptions." Next, select the parking location you would like to redeem for. Then, follow the steps to redeem for the number of day(s) you would like to park with your available amount of points. Note: the system will not allow you to redeem for a location or select a number of days that you do not have enough points for.

Upon parking, simply tap your DAYperks Parking Loyalty Program Card in front of the reader when you enter and exit the parking location in order to have the credit applied to your account. Your DAYperks Card will automatically credit your stay and your credit card will not be charged for the days you have redeemed for free parking. DO NOT PULL A TICKET OR INSERT YOUR CARD INTO THE MACHINE. There are no certificates to present, except in the case of Valet Parking. See Valet section for more information.

## HOW DO I VIEW MY PARKING ACTIVITY AND FREE PARKING REDEMPTIONS?

Login to your DAYperks Parking Loyalty Program account and select "Transactions." You will then be able to view your parking activity and free parking redemptions.

## CAN FAMILY MEMBERS LINK OR SHARE AN ACCOUNT?

No. DAYperks Parking Loyalty Program Cards are non-transferable and for each member's sole use. Family members must sign-up for their own account. There is only one DAYperks Card issued per account.

## I FORGOT MY USERNAME. WHERE CAN I FIND IT?

Your username is your e-mail address. If you can't remember what email you used simply email us at [fppinfo@dayperks.com](mailto:fppinfo@dayperks.com) or call **1-877-735-9280**.

DAYperks



*\*DAYperks Parking Loyalty 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 location. If you arrive and the parking location is full, you must park in an alternate location and the free parking redemption must be used on another day.*



## WHAT DO I DO IF I LOST MY CARD?

E-mail us at [fppinfo@dayperks.com](mailto:fppinfo@dayperks.com) or call **1-877-735-9280** (Monday through Friday, 8:00 am – 5:00 pm EST) to deactivate your old card and order a replacement. Lost *DAYperks* Cards will incur a \$10.00 replacement charge, which will be charged to the credit card linked with the Parking Loyalty Program. Members also have the option to have 100 points deducted from their account, instead of incurring the \$10.00 charge.

## HOW CAN I UPDATE MY ACCOUNT INFORMATION?

If your credit card becomes expired, or incorrect information was provided, your *DAYperks* Parking Loyalty Program Card will not be valid upon parking. To update your credit card, as well as other personal information such as name or address, please login to your account at [www.dayperks.com](http://www.dayperks.com) and click the “Settings” navigation tab to update your information.

## MY *DAYperks* PARKING LOYALTY PROGRAM CARD WAS DENIED ACCESS WHEN TRYING TO EXIT, WHAT DO I DO?

Please see cashier as an alternate method of payment will be required. Then, e-mail a copy of your receipt along with your name to [fppinfo@dayperks.com](mailto:fppinfo@dayperks.com) to receive Rewards Points for the stay. You can also fax this information to (440) 542-1810.

## TO EARN POINTS AT VALET PARKING, FOLLOW THESE SIMPLE STEPS:

1. Present your *DAYperks* card to the Valet attendant upon arriving.
2. The Valet attendant will record your *DAYperks* Card number on the Valet ticket stub that the airport keeps.
3. Upon return, simply pay the Valet attendant as usual (you will not be able to use your *DAYperks* Card for payment).
4. The amount of your parking charge will be converted to points and then added to your online account.
5. Please allow up to 7 days for these points to appear in your online activity.
6. A receipt will be emailed to you.

## TO USE A FREE PARKING REDEMPTION AT VALET PARKING SIMPLY:

1. Login to [www.dayperks.com](http://www.dayperks.com), choose “Redemptions” and select valet to follow the steps and choose the number of days you would like to park. You will receive a confirmation email. Please print off the confirmation email as you will need to hand this to the valet attendant when you get to the airport.
2. The valet attendant will attach your *DAYperks* card number and parking redemption confirmation to the ticket stub the airport keeps.
3. Upon return, the Valet Parking attendant will calculate your parking stay and apply the parking redemption.
4. If the amount of the parking stay is more than the parking redemption, you will be charged the difference.
5. The amount of your parking charge will be converted to points and then added to your account.
6. Please allow up to 7 days for these points to appear in your online activity.