

# FREQUENTLY ASKED QUESTIONS

## Rates, Shuttle Bus, & Parking Operation

1. How much extra time should I add to make my flight?
  - A. Please allow for an additional 15-20 minutes for shuttle bus loading and weather conditions
2. How does the daily rate calculate?
  - A. The daily rate is based on a 24-hour period. The first 2 hours are pro-rated. Rates:  
\$7.00 per day – Outdoor  
\$13.00 per day - Indoor
3. If I come back because of a flight cancellation or delay, am I charged?
  - A. No, you will not be charged as long as you have proof of the cancellation such as your flight itinerary.
4. How often does the shuttle bus run?
  - A. Park Air Express is a dispatch operation so shuttle busses run as needed.
5. When I arrive back at the airport, do I need to call you?
  - A. Yes. Upon check-in you receive a claim ticket with a number. On the back of the claim ticket there is a phone number for you to call with your information so that you can be picked up and your car will be ready to go.
6. Are the shuttle busses wheelchair accessible?
  - A. Yes. We have one wheelchair accessible shuttle. A reservation is recommended and please note in comments section if one is needed so that we can accommodate your needs.
7. Are there infant or child car seats available?
  - A. No, we do not offer this at this time.
8. How do I obtain a receipt if I lost mine?
  - A. Please call our location at 816-268-0880 and we will be happy to email it to you.
9. Do I need to leave my keys with the Valet Attendant?
  - A. Yes, please leave a set of keys with the Valet Attendant so your car can be parked at departure and ready to go upon return.

## Reservations, Discounts, and Parking Programs

10. Do I need to make a reservation?
  - A. No, a reservation is not required but is recommended. It will save you time to have a printed copy of your confirmation along with any coupons and your Frequent Parking Program key-tag ready to go.
11. How do I change or cancel a reservation?
  - A. You can change or cancel your reservation by logging in to your Frequent Parking Program account

12. How do I sign-up for the *FREE*quent Parker Program?
- A. Simply copy and paste this link into your browser <http://www.parkairexpress.com/kci/freeParking.html> or visit [www.parkairexpress.com/kci](http://www.parkairexpress.com/kci) and select the navigational tab at the top for *FREE*quent Parking Program.
13. What kind of discounts do you offer?
- A. Check out the 1 Day *FREE* Parking Online Coupon or become a member of our *FREE*quent Parking Program to earn Free Parking after you accumulate \$250 in parking receipts. We also offer a Corporate Rate Program and a Travel Agent Program. Sign up to receive promotional offers by submitting your email address on our website [www.parkairexpress.com/kci](http://www.parkairexpress.com/kci)
14. Can I use the Corporate Parking Program in conjunction with the *FREE*quent Parking Program.
- A. Yes. You must be a member of the *FREE*quent Parking Program in order to participate in the Corporate Rate Program.
15. How do I sign-up for Express Checkout?
- A. First, please sign up online for the *FREE*quent Parking Program then bring your Credit Card to the facility on your next visit and present it to the manager on duty. Be sure to request to keep your credit card on file for the Express Checkout Program and your card will be swiped and be kept on file for future visits.
16. Do airline employees receive a special rate?
- A. Not at this time.
17. Do you offer a monthly rate program?
- A. Not at this time.