



May 2, 2018

FREQUENTLY ASKED QUESTIONS

RATES, SHUTTLE BUS, & PARKING OPERATION

How much extra time should I add to make my flight?

Please allow for an additional 15-20 minutes (maximum) for shuttle bus loading and weather conditions

How does the daily rate calculate?

The daily rate is based on a 24-hour period. The first 2 hours are pro-rated. Rates:

\$9.00 per day – Outdoor

\$15.00 per day - Indoor

If I come back because of a flight cancellation or delay, am I charged?

No, you will not be charged as long as you have proof of the cancellation such as your flight itinerary.

How often does the shuttle bus run?

Park Air Express is a dispatch operation so shuttle buses run as needed.

When I arrive back at the airport, do I need to call you?

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 ready-to-go.

Are the shuttle buses wheelchair accessible?

Yes. We have one wheel chair accessible shuttle. A reservation is recommended and please note in the comments section if one is needed so that we can accommodate your needs.

Are there infant or child car seats available?

No, we do not offer this at this time.

How do I obtain a receipt if I lost mine?

Please call our location at 816-268-0880 and we will be happy to e-mail it to you.

Do I need to leave my keys with the Valet Attendant?

Yes, you are required to leave a set of keys with the Valet Attendant so your car can be parked at departure and ready-to-go upon return.

Do you offer Electric Vehicle Charging Stations?

Yes, we do. As part of our commitment to supporting sustainable programs, we have partnered with KCP&L's Clean Charge Network. Simply sign up for a KCP&L Clean Charge Network card and set up an account at <http://kcp1.chargepoint.com/>. EV Charging customers will also be required to sign a release form at Park Air Express.

RESERVATIONS, DISCOUNTS, AND PARKING PROGRAMS

Do I need to make a reservation?

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.

How do I change or cancel a reservation?

You can change or cancel your reservation by logging in to your Reservation account

How do I sign-up for the *FREE*quent Parker Program?

Simply click the link (or copy and paste this link into your browser)

<http://www.parkairexpress.com/kci/freeParking.html> and then follow the prompts to enroll in the program.

What kind of discounts do you offer?

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 e-mail address on our website www.parkairexpress.com/kci

Can I use the Corporate Parking Program in conjunction with the *FREE*quent Parking Program?

Yes. You must be a member of the *FREE*quent Parking Program in order to participate in the Corporate Rate Program.

How do I sign-up for Express Checkout?

You can create an account at: <http://parkairexpress.com/kci/expresscheck.html>

Do airline employees receive a special rate?

Not at this time.

Do you offer a monthly rate program?

Not at this time.

Additional questions and/or concerns can be directed as follows:

General Parking

Call: 816-268-0880

Email: infokci@parkairexpress.com

Loyalty Programs

Call: 1-877-735-9280

Email: kCIFrequentParker@parkairexpress.com