



11500 NW Prairie View Rd, Kansas City, MO 64153  
816-268-0880 • [www.parkairexpress.com/kci](http://www.parkairexpress.com/kci)

## 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 (maximum) 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:
    - \$9.00 per day – Outdoor
    - \$15.00 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 so my car can be parked at the airport?**

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Yes, please leave a set of keys with the Valet Attendant so your car can be parked at the airport.



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## FREQUENTLY ASKED QUESTIONS

### 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 reservation account at <https://www.valetparkingapps.com/reservations/parkairkci/user.php>

**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. Visit <http://www.parkairexpress.com/kci/expresscheck.html> and create an online account.

**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.