

## FREQUENTLY ASKED QUESTIONS

### **TUL PARKING+ TRANSITION DETAILS & NEW TUL PARKING PERKS INFORMATION**

#### **What are the changes to the TUL Parking+ program and how does it affect my account?**

Current and new program members will be able to enjoy the same benefits as before with online account management, dedicated ticketless entry and exit, and FREE membership.

#### **New Member Benefits:**

- Earn one point for every dollar spent in the Garage and Economy Lot\*
- Redeem points for FREE parking in the Garage\*\*

**\*\*120 points = 1 Free Day in the Parking Garage (\$12 value)**

Your PIKEPASS™ tag will still work with the new, upgraded technology, but **you must opt-in to this new system** in order to have all parking payments automatically charged to the credit or debit card you put on file.

#### **How to transition into the new system.**

All active TUL Parking+ members received a transition email. If you did not receive the email and want to register in the new program, please visit [TULParkingPerks.com](http://TULParkingPerks.com) to setup a new account by:

- Completing the online form and providing information such as name, billing address, credit or debit card information, email address, password, etc. *The program website is completely secure and member information will not be shared or sold to any third-party companies.*
- **Your email address will be your username**

The information provided will be used to allow you to enter and exit, using your PIKEPASS™. The credit or debit card on file will automatically be charged each time you exit the parking location with your PIKEPASS™ and credit your account with **TUL Parking Perks** points that can be redeemed for FREE parking\*\*.

**PLEASE ALLOW 1-2 BUSINESS DAYS FOR YOUR PIKEPASS™ TO BE ACTIVATED AND READY FOR USE.**

If you do not have a PIKEPASS™, call 877-735-9280 (M-F, 7am – 4pm CST) or email us at [info@TULParkingPerks.com](mailto:info@TULParkingPerks.com) to request to be sent a **TUL Parking Perks** Automated Card.

**Members are awarded one point for every dollar spent** on parking in the Garage and Economy Lot\*.

\*Valet Parking is currently EXCLUDED from **TUL Parking Perks**.

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### **What is TUL Parking Perks?**

**TUL Parking Perks** is Tulsa International Airport's new rewards program that allow users to earn points that can be redeemed for FREE parking in the Garage. **TUL Parking Perks** members also have access to dedicated ticketless entries and exits, which makes airport parking quick and easy. To take advantage of the ticketless entries and exits, users can use their Oklahoma PIKEPASS™, or request to be sent a **TUL Parking Perks** Automated Card.

### **How do I sign up for TUL Parking Perks?**

To sign up for **TUL Parking Perks** visit [TULParkingPerks.com](https://TULParkingPerks.com) and create an account. You must add a valid credit or debit card to your new online account. The program website is completely secure and member information will not be shared or sold to any third-party companies.

### **How does TUL Parking Perks work?**

Upon exiting through the ticketless lane, **TUL Parking Perks** users are automatically charged their exact transaction amount to the credit or debit card saved on file.

Members can use their Oklahoma toll tag, PIKEPASS™, to use the ticketless entries and exits, so have your PIKEPASS™ number ready.

If you do not have a PIKEPASS™, call 877-735-9280 (M-F, 7am – 4pm CST) or email us at [info@TULParkingPerks.com](mailto:info@TULParkingPerks.com) to request to be sent a **TUL Parking Perks** Automated Card.

### **Is there a charge to join TUL Parking Perks or to request a TUL Parking Perks Automated Card?**

No, membership is free, and we will send you a **TUL Parking Perks** Automated Card free of charge. Members can also use their Oklahoma toll tag, PIKEPASS™.

### **How do I login to my account?**

Visit [TULParkingPerks.com](https://TULParkingPerks.com) and enter your username (your email address) and password.

### **How do I start earning points for TUL Parking Perks?**

**TUL Parking Perks** members using their PIKEPASS™ or the **TUL Parking Perks** Automated Card will automatically earn one point for every dollar spent in the Garage and Economy Lot.

**PLEASE ALLOW 1-2 BUSINESS DAYS FOR YOUR PIKEPASS™ TO BE ACTIVATED AND READY FOR USE.**

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### What is the point value? How many points do I need to earn FREE parking\*?

Members earn one point for every dollar spent in the Garage and Economy Lot.

Points can be redeemed for FREE parking in the Garage.

**120 points = 1 FREE day in Parking Garage (\$12/value)**

### Can I have more than one credit or debit card on file?


Yes, you may have as many credit or debit cards on file as you prefer. It is your responsibility to make sure that the proper credit or debit card on file is selected as your default to be charged at the time of exit.

### Where are the ticketless entries and exits?

The parking map below outlines where ticketless entry and exit lanes are for each parking option. Valet Parking is currently EXCLUDED from TUL Parking Perks.

### Parking Guide

PARK ONE SPOT CLOSER with Tulsa International Airport's parking services. Our newly constructed garage features 500 new parking spots, covered walkway to the airport, pedestrian tunnels and shuttles. Want to get even closer? Bring your car to our valet services team at the departures curb, and we will take it from there!



The map shows the following parking areas and their ticketless entry/exit points:

- Valet Service:** Located outside the ticket counter doors at the DEPARTURES curb.
- Parking Garage:** A three-level structure with ticketless entrances on the west side and ticketless exits on the east side.
- Economy Parking:** Located south of the garage, with a ticketless entrance on the west side and a ticketless exit on the east side.
- Cell Phone Lot:** Located east of the Hilton Garden Inn, with a ticketless entrance on the west side.

Legend: Green star = Ticketless Entrance, Red star = Ticketless Exit.

**Valet Parking.** Valet Service is located outside the ticket counter doors. Provide the attendant with your return flight information and we'll have your car waiting upon your return.  
■ \$18 / day *tax included*

**Garage / Covered Parking.** Expanded Garage Parking with over 2,300 spaces. Enjoy the closest airport parking option.  
■ \$12 / day *tax included*

**Economy Parking.** Economy Parking is the closest Economy Lot to the terminal. Shuttles provide curbside to curbside service.  
■ \$8 / day *tax included*

**Hourly Parking.** Hourly Parking is conveniently located on the 3rd level just steps away from baggage claim.  
■ \$1 / first 30 minutes  
■ \$2 / hour – \$12 max

**Cell Phone Lot.** Located just East of the Hilton Garden Inn with 60 spaces for drivers to park while waiting on arriving passengers and baggage.  
■ FREE space is limited

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### **Do I need to have an Oklahoma PIKEPASS™ to sign up?**

No, if you do not have a PIKEPASS™, you can request to be sent a **TUL Parking Perks** Automated Card. To request a **TUL Parking Perks** Automated Card, call 877-735-9280 (M-F, 7am – 4pm CST) or email us at [info@TULParkingPerks.com](mailto:info@TULParkingPerks.com).

### **I don't want to be automatically charged with my PIKEPASS™ or a TUL Parking Perks Automated Card. Can I receive rewards points by entering a receipt number?**

No, you must enroll in **TUL Parking Perks** to earn or redeem points.

### **Is Oklahoma PIKEPASS™ the only way to have ticketless entry and exit?**

No, a **TUL Parking Perks** Automated Card will also allow users to use the ticketless entries and exits. If you are a current member, call 877-735-9280 (M-F, 7am – 4pm CST) or email [info@TULParkingPerks.com](mailto:info@TULParkingPerks.com) to request to be sent a **TUL Parking Perks** Automated Card. Not a member, visit [TULParkingPerks.com](http://TULParkingPerks.com) to sign up.

### **Can I use a toll tag from another state, i.e. NTA Toll tag, K-tag, etc.**

No, only the Oklahoma toll tag, PIKEPASS™, works with the system. Customers from other states can instead request a **TUL Parking Perks** Automated Card to participate.

### **Is there a limit to how many points I can redeem at once?**

No, members can redeem as many points as they would like at one time. For example, if you have 600 points in your account, you can redeem them all at once for five FREE days in the Garage.

### **Can I transfer my points to another TUL Parking Perks member?**

No, points cannot be transferred or given to other members.

### **How do I redeem points for FREE parking in the Parking Garage?**

First, login to your **TUL Parking Perks** account, select “Redemptions” and then checkmark the box “Redeem Points on next visit”. You will then click the gray box that says, “Create Redemption”. The system will default by showing the date that you selected the redemption. The date and time will adjust after you exit the Garage.

Note: The system will use the total available points in your account. If you park for more days than you have points, the balance will be charged to your credit or debit card on file. You will receive points for the cash portion of his transaction.

Upon arriving at the airport, simply enter and exit the Garage, as usual, with your PIKEPASS™ or **TUL Parking Perks** Automated Card to have the points credit applied to your account. There are

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no certificates to present or reservations required prior to entering the lot. The transaction will be handled through the automated system.

Please Note: If you are already parked and you forgot to create the redemption, you can do so after you have entered the Garage. **However, the redemption must be created prior to exiting.**

**TUL Parking Perks** points will not be earned on days when a FREE parking redemption is used. Points are only earned on days of PAID parking. **Valet Parking is currently EXCLUDED from TUL Parking Perks.**

A FREE parking redemption does not reserve a space in the Garage.

**\*120 points = 1 Free day in Parking Garage (\$12 value)**

*The Economy Lot is excluded from FREE parking redemptions.*

### **How do I cancel a pending parking redemption?**

First, login to your **TUL Parking Perks** account and select “Redemptions”. To cancel a pending redemption, click the ‘Cancel Pending Redemptions’ checkbox, then, select the ‘Cancel Redemption’ button.

### **How can I access a receipt from my account?**

If the email you entered on your account is correct, all receipts will automatically be emailed. You can also access your receipt by doing the following:

- 1) Login to your online account and select “Visits”. This screen will show all your activity.
- 2) Select the “[Email Receipt](#)” link next to the transaction you wish to access, and the receipt will be emailed to you.
- 3) Check your email for your parking receipt.

### **I am having trouble logging in to my account.**

If you are unable to login to your account due to a forgotten username or password, please try the following:

- Username error – Your username is the registered email address used when you set up your account. If you have forgotten your registered email address and need it sent to you, simply send an email to [info@TULParkingPerks.com](mailto:info@TULParkingPerks.com) with your request and your name.
- Password – Passwords are case sensitive. If you have forgotten your password, use the “Forgot your Password” function on the member login screen to have it emailed to you.

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If you are still having trouble logging in using the correct email and password, close out of the page and enter the login page through [TULParkingPerks.com](https://TULParkingPerks.com) (do not use a bookmark to re-access the page). By doing this you will clear out any extra characters that may have been entered in the login fields. These extra characters (like spaces) happen from copying and pasting items we cannot see, but the computer recognizes. You can also put your cursor in the email or password fields and hit the delete button a few times to make sure it has been completely cleared.

### **What if I forget my Oklahoma PIKEPASS™ or TUL Parking Perks Automated Card when I come to the airport? Can I still earn points?**

Yes. To receive points for a parking stay in the Garage or Economy Lot, simply send in a copy of your parking receipt to the **TUL Parking Perks** Administration Office via fax to 440-542-1810 or email [info@tulparkingperks.com](mailto:info@tulparkingperks.com). Please be sure to include your full name and a short description of why you are seeking credit.

### **Can I pay with a different credit or debit card than what is on my TUL Parking Perks account if I go to a credit or debit card only lane or booth?**

Yes, to receive points for this parking stay, simply send in a copy of your parking receipt to the **TUL Parking Perks** Administration Office via fax to 440-542-1810 or email at [info@TULParkingPerks.com](mailto:info@TULParkingPerks.com). Please be sure to include your full name and a short description of why you are seeking credit. NOTE: You can keep more than one (1) credit or debit card on file in your account. It is your responsibility to make sure that the proper credit or debit card on file is selected as your default to be charged at the time of exit.

### **Can I share my TUL Parking Perks account?**

Yes. You will be responsible for any parking fees from the use of the **TUL Parking Perks** Automated Card or PIKEPASS™ that is associated with your account. Only one **TUL Parking Perks** Automated Card or PIKEPASS™ can be used at a time to enter and exit the parking location.

### **Who can I contact if I have questions about TUL Parking Perks?**

Contact us at [info@TULParkingPerks.com](mailto:info@TULParkingPerks.com) or call 877-735-9280 (M-F, 7am – 4pm CST). After hours call 918-838-5466.

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### TERMS & CONDITIONS

**TUL Parking Perks** has no predetermined termination date and may continue until such time as Tulsa International Airport (TUL) decides to terminate it, with or without notice. Members will have six months from the termination date is announced to use any accumulated points. This means that regardless of the amount you participate in the program, your right to accumulate points and claim rewards can be terminated.

**TUL Parking Perks** members can login to their account at any time to update their profile, update credit or debit card information, check point balances or redeem for FREE parking. Retro-active credit (credit for parking stays prior to enrollment date) will not be issued to new or existing program participants.

A lost **TUL Parking Perks** Automated Card will incur a \$10.00 replacement charge or a 100-point deduction.

**A TUL Parking Perks account that has not had parking activity for 24 months will be considered inactive and the member will be requested to return the TUL Parking Perks Automated Card to TUL Parking Perks Headquarters, PO Box 39125, Cleveland, OH 44139. If the TUL Parking Perks Automated Card is not received back or the account does not show activity within 30 days, the account will be deactivated, and any point balance will be removed.**

Tulsa International Airport (TUL) reserves the right to add, modify, delete or otherwise change any of the rules, procedures, conditions or benefits pertaining to the program at its sole discretion, with or without notice, even though changes may affect the value of points already accumulated.

Parking operator employees, taxicabs, courtesy vehicles, limited and public motor vehicles as well as vehicles for hire are strictly prohibited from participation in **TUL Parking Perks**.