ABIA® PARK WITH EASE
Frequent Parker Program

FREQUENTLY ASKED QUESTIONS

CURRENT ABIA PARKING FREQUENT PARKER PROGRAM MEMBER TRANSITION DETAILS

What are the changes to the 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. As an added benefit, **your points will no longer expire!**

Your current **ABIA Parking Frequent Parker Program** Automated Card will still work with the upgraded technology, but **you must first move/transition to this new system**.

How to move/transition to the new system:

All active **ABIA Parking Frequent Parker Program** members received a transition email. If you did not receive the email, please contact us at info@fppaustin.com, or call **512-530-3770** (M-F, 7am – 4pm CST).

- We will provide you with a personalized transition link, so you can create your new online account
- Your username must be your email address
- Create a secure password
- Verify your information, **including** your **ABIA Parking Frequent Parker Program** Automated Card number
- **Add a valid credit or debit card**
- Your previous point balance will be transferred into your new account **after** it has been created
- You can begin using your **ABIA Parking Frequent Parker Program** Automated Card immediately

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What is the ABIA Parking Frequent Parker Program?
The **ABIA Parking Frequent Parker Program** is a fully automated rewards program for individuals that park on-site for business and leisure trips to earn points for FREE parking.

Is there a fee to join the ABIA Parking Frequent Parker Program?
No, membership is free and there is no charge for the **ABIA Parking Frequent Parker Program** Automated Card.

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Who is eligible to join the ABIA Frequent Parker Program?
Any individual who parks on-site at Austin-Bergstrom International Airport can join the **ABIA Parking Frequent Parker Program**. The more you park on-site, the more points you will earn towards FREE parking.

How the ABIA Parking Frequent Parker Program works:
Members are assigned an **ABIA Parking Frequent Parker Program** Automated Card, which is securely linked to the member's credit or debit card.

ENTERING THE PARKING FACILITY

When you enter, simply hold your **ABIA Parking Frequent Parker Program** Automated Card with the QR Code facing the reader at the parking lot or garage entrance, and the gate will go up. **Do NOT pull a ticket. Please Note: Only ONE vehicle is permitted to park at one time under the enrolled account number for the program, and you will only earn points for ONE visit at a time.**

EXITING THE PARKING FACILITY

Upon your travel return, exit on-site parking through the automated express lanes. Hold your **ABIA Parking Frequent Parker Program** Automated Card with the QR code facing the reader in the automated exit lanes. The machine will apply the charge to your credit or debit card on file, and the gate will go up. The **ABIA Parking Frequent Parker Program** system will automatically record your time in and out, charge the credit or debit card on file and credit your account with **ABIA Parking Frequent Parker Program** points that can be redeemed for FREE Parking. **You cannot use your ABIA Frequent Parker Program Card to exit a cashier lane.**
Please see page 6 for instructions on how to obtain a receipt.

As a member you earn 1 point per dollar spent on the Austin-Bergstrom Airport parking facilities*.
The chart below shows how many points will be earned for each Daily Parking Rate.

Parking Facility	Daily Rate	Points Earned/Day
Premium Hourly Parking (Red Level 3)	$35	35
Red Garage	$35	35
Blue Garage	$26	26
Economy	$14	14

Rates as of 5/12/26. Rates are subject to change, at any given time. Tax is included in all rates listed above.
***The South Terminal Parking Lot is NOT part of the ABIA Parking Frequent Parker Program, nor is it managed by ABIA Parking. Also, prepaid parking reservations CAN NOT earn points for parking under the ABIA Parking Frequent Parker Program.**

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You must use your **ABIA Parking Frequent Parker Program** Automated Card to earn points. If you do not use your **ABIA Parking Frequent Parker Program** Automated Card when entering and exiting the on-site parking lots and garages, you will not earn or receive points.

How the ABIA Frequent Parker Program Online Account works:
When you registered online for your **ABIA Parking Frequent Parker Program** Automated Card, you created an online profile with an email address and password. The credit or debit card on file will be charged, and you will automatically earn points for your parking stay. Log in to your account 24/7 at **www.fppaustin.com** to view your parking activity, update your information, access a receipt, or redeem the **ABIA Parking Frequent Parker Program** points you have accumulated.

I have been parking at ABIA for a long time and just became aware of the ABIA Parking Frequent Parker Program. Can I receive credit for past parking stays?
Unfortunately, no. The **ABIA Parking Frequent Parker Program** was set up so that points can only be accumulated from the day a member enrolls in the **Frequent Parker Program**. No retroactive points can be given.

How do I redeem points for FREE parking?
First, log in to your **ABIA Parking Frequent Parker Program** 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 be adjusted after you exit the parking facility.

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 this transaction. Please Note: Even with a redemption activated, you must always have a valid credit card on file.

Upon arriving at the airport, simply enter and exit your preferred parking location, as usual, with your **ABIA Parking Frequent Parker Program** Automated Card to have the points credit applied to your account. **There are no certificates to present.** The transaction will be handled through the automated system.

Please Note: If you are already parked and you forgot to place the redemption, you can do so after you have entered the parking lot. However, the redemption must be placed prior to exiting the parking lot. ABIA Frequent Parker Program points will not be earned on days when free parking redemptions are used. Points are only earned on days of paid parking.

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A FREE parking redemption does **not** reserve space in the airport's on-site parking lots or garages. If you arrive and your chosen parking location is full, you must park in an alternative on-site parking location. Remember, the system will use all available points in your account and will adjust based on the lot or garage you park in.

The chart below illustrates how many points are needed for one day of FREE parking in each facility:

Parking Facility	Points Needed for 1 Day FREE Parking
Premium Hourly Parking (Red Level 3)	210
Red Garage	210
Blue Garage	156
Economy	84

***The South Terminal Parking Lot is NOT part of the ABIA Parking Frequent Parker Program, nor is it managed by ABIA Parking.**

How do I cancel the pending parking redemption?
Log in to your **ABIA Parking Frequent Parker Program** account at **www.fppaustin.com** and select "Redemptions." Click the 'Cancel Pending Redemptions' checkbox, then, select the 'Cancel Redemption' button.

I am having trouble logging into my account. Who can I contact for help?
If you are unable to log in to your account due to a forgotten username or password, please try the following: **Please note that usernames and passwords are case sensitive.**

1. Username – 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@fppaustin.com** with your request and your name.

2. 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 the address on the account.

3. If you are still having trouble logging in using the correct username and password, close out of the page and enter the login page through **www.fppaustin.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 put into the login fields. These are extra characters like spaces that happen from copying and pasting and that we can't always see but the computer recognizes. You can also put your cursor in the username or password fields and hit the delete button a few times to make sure it has been completely cleared.

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If more assistance is needed, feel free to contact our administration office at **512-530-3770**.

How can I update my information?
If your credit or debit card expires or incorrect information was provided, your **ABIA Parking Frequent Parker Program** Automated Card will not be valid upon exiting. To update your credit or debit card, as well as other information such as name, address, etc., login to your account and click "**My Profile**" to update your information.

Can family members link or share an account?
No. An **ABIA Parking Frequent Parker Program** Automated Card is for each member's sole use. There is only one **ABIA Parking Frequent Parker Program** Automated Card issued per person.

Can I have multiple credit or debit cards on my account?
Yes, users can have as many credit or debit cards on their **ABIA Parking Frequent Parker Program** account, as they wish; however, only one can be active. It is up to the account user to switch credit/debit cards before exiting the ABIA parking facility.

I used the credit/debit card that I have on my ABIA Parking Frequent Parker Program account to pay for parking, but the activity and points were not on my account. What happened?
You can only use your **ABIA Parking Frequent Parker Program** Automated Card for **Frequent Parker Program** points and activity. Your credit or debit card cannot be used in lieu of your **ABIA Parking Frequent Parker Program** Automated Card.

I have multiple ABIA Parking Frequent Parker Program accounts. Can I share the points that I earned between these accounts?
Yes, the **ABIA Parking Frequent Parker Program** administrator can manually move points to and from multiple accounts. Please contact the administration office at **info@fppaustin.com** or please call **512-530-3770** (Mon-Fri 7am – 4pm CST).

Can I use my ABIA Parking Frequent Parker Program Automated Card to park vehicles other than the one I have listed on my account?
Yes. However, you can **ONLY** park **one vehicle at a time**, per **ABIA Parking Frequent Parker Program** account.

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What if I forget my ABIA Parking Frequent Parker Program Automated Card **when I come to the airport? Can I still earn points?**
Yes. To receive points for a parking stay, simply send in a copy of your parking receipt to the **ABIA Parking Frequent Parker Program** Administration Office via fax to 440-542-1810, or email to info@fppaustin.com. Please be sure to include your full name and a brief description of why you are seeking credit.

What do I do if I lose my ABIA Parking Frequent Parker Program Automated Card?
Email us at **info@fppaustin.com** or call **512-530-3770** (Mon-Fri 7am – 4pm CST) to deactivate your old **ABIA Parking Frequent Parker Program** Automated Card and order a replacement.

My ABIA Parking Frequent Parker Program Automated Card was denied access when trying to exit, what do I do?
First, check to make sure that the credit or debit card information on file is up to date. If it is not, update the information immediately. Then, contact the **ABIA Parking Frequent Parker Program** Administration Office to rectify the account. Once the account is cleared, the points from that stay will be added to your account.

For your protection and to adhere to PCI compliance laws (credit cards), we are unable to take your credit or debit card information over the phone or through email. Members must login to their account and update their credit or debit card information.

How can I access a receipt from my account?
All receipts are automatically emailed. You can also access your receipt by doing the following:

1) Log in to your online account and select "**VISITS**."

2) Select the "**Receipt**" link next to the transaction you wish to print. The receipt will be emailed to you.

3) Check your email for your parking receipt.

Do you still have an ABIA Parking Frequent Parker Program question?
Contact us at **info@fppaustin.com** or call **512-530-3770** (Monday – Friday, 7am – 4pm CST)

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TERMS & CONDITIONS

The program has no predetermined termination date and may continue until such time as Austin-Bergstrom International Airport decides to terminate it, with or without notice. Members will have six months from the termination date announcement 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.

ABIA Parking Frequent Parker Program members can log in to their account at any time to update their profile, update credit/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.

An **ABIA Parking Frequent Parker Program** account that has no parking or redemption activity for 24 months will be considered inactive and the member will be requested to return their **ABIA Parking Frequent Parker Program** Automated Card to:

ABIA Parking Rewards Headquarters
PO Box 39125
Cleveland OH 44139

If the **ABIA Parking Frequent Parker Program** Automated Card is not received back, or the account does not show activity within 30 days, the online account will be deactivated, and any point balance will be removed.

Austin-Bergstrom International Airport reserves the right to add, modify, cancel, or otherwise change any of the rules, procedures, conditions, or benefits pertaining to the **ABIA Parking Frequent Parker Program** at its sole discretion, with or without notice, even though changes may affect the value of points already accumulated. Parking operator employees, airport employees, taxicabs, rideshare services, courtesy vehicles, limited & public motor vehicles, and motor vehicles for hire are prohibited from participation in **ABIA Parking Frequent Parker Program.**

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