

FREQUENTLY ASKED QUESTIONS

Questions

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How does the program work?

After enrolling in the program, all new members of the auto-pilot rewards™ frequent Parker program, Will need to make a one-time (non-refundable) on-line payment of \$30.00 for the purchase of their new **sPARK REWARDS PROGRAM** automated pass. The following payment link will be provided, after the enrollment process is complete:
<http://www.parkbradley.com/pass.aspx>

Once a confirmed payment is made, a **sPARK REWARDS PROGRAM** automated pass will be processed and mailed in approximately 5-7 business days. The assigned automated pass is linked to a credit card kept on file. Simply enter and exit through one of the designated lanes with an automated reader.

NOTE: Only selected entrance/exit lanes have automated readers. Please look for the reader directly above the gate. They are white and approximately 1ft x 1ft. If you park in Lots 1, 3, or 4 the automated reader is located in the bus lane, and you must use this lane to enter/exit. If you park in Lot 2 (Park & Walk Lot - No Shuttle), the automated reader is in both entrance and exit lanes. Do NOT pull a ticket. The automated pass should be mounted or held next to the rearview mirror upon entrance/exit.

The system will automatically calculate your time in and out, the credit card on file is automatically charged for the appropriate hours and days of parking, and your **SPARK REWARDS PROGRAM** account is credited with points from your stay. **Members are awarded 1 point per dollar spent** on parking in any of the Bradley International Airport parking lots or garages. When you are ready to redeem for FREE parking, simply login to your **SPARK REWARDS PROGRAM** account and select the day(s) and lot or garage for which you would like to redeem.

The chart below illustrates how many points are needed for one calendar day of free parking in each lot or garage.

Parking Facility	Daily Rate	Points Needed for 1 Day Free Parking	Weekly Rate	Points Needed for 1 Week Free Parking
Garage	\$28.00	280 Points	\$130.00	1,300 Points
Express Lot 1	\$12.00	120 Points	\$72.00	720 Points
Park & Walk Lot 2	\$9.00	90 Points	\$54.00	540 Points
Economy Lot 3	\$8.00	80 Points	\$48.00	480 Points
Economy Lot 4	\$7.00	70 Points	\$42.00	420 Points

As of March 1, 2023

How do I sign up?

You must enroll online by visiting: <https://fpp.parkbradley.com/fpp/>.

After enrolling, all new members of the **SPARK REWARDS PROGRAM** will need to make a one-time (non-refundable) on-line payment of \$30.00 for the purchase of their new **SPARK REWARDS PROGRAM** automated pass. The following payment link will be provided after the enrollment process is complete: <http://www.parkbradley.com/pass.aspx>.

Once a confirmed payment is made, a **SPARK REWARDS PROGRAM** automated pass will be processed and mailed in approximately 5-7 business days.

I've been parking at Bradley International Airport for a long time; can I receive credit for those past stays?

Unfortunately, no. The **SPARK REWARDS PROGRAM** is set up so that points can only be accumulated from the day a member receives their **SPARK REWARDS PROGRAM** automated pass. No retroactive points will be given.

Are points awarded based on the total of the receipt with tax or before tax?

Points are awarded based on the total of the receipt **AFTER** tax.

How do I redeem points for free parking?

First, login to your **SPARK REWARDS PROGRAM** account and select “Rewards”. Next, select the garage or lot you would like to park in. Then, follow the step-by-step guide to redeem for the number of calendar days you would like to park with your available number of points. Please note that the system will not allow you to redeem for a garage or lot or a select number of days that you do not have enough points for.

Upon parking, simply enter and exit the lot or garage as usual with your automated pass to have the credit applied to your account. Your credit card will not be charged for the days you have redeemed for free parking. **There are no certificates to present.**

NOTE: You must enter on the day that you redeemed for, or the system will not recognize your redemption. If you return later than the date selected the system will automatically charge the card on file for the difference.

Rewards program points cannot be earned on days free parking redemptions are used. Points are only earned on days of paid parking.

This free parking redemption does not reserve a space in the parking lot. If you arrive and the lot is full, you must park in an alternate lot and full payment will still be required. In this case, please contact the **SPARK REWARDS PROGRAM** administration office to have your redeemed points added back into your account. The administration office can be reached at **1-877-735-9280 (M-F; 8AM – 5PM EST)** or info@parkbradley.com.

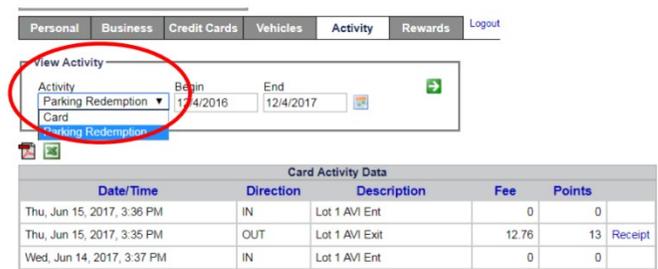
How do I cancel a parking redemption or view previous parking redemptions made?

First, login to your **SPARK REWARDS PROGRAM** and select “Activity”.

Under the “View Activity” box at the top, select the arrow for the drop down under “Activity”.

Highlight **Parking Redemption**.

Click on the Green arrow to the right of the box.



Date/Time	Direction	Description	Fee	Points
Thu, Jun 15, 2017, 3:36 PM	IN	Lot 1 AVI Ent	0	0
Thu, Jun 15, 2017, 3:35 PM	OUT	Lot 1 AVI Ext	12.76	13
Wed, Jun 14, 2017, 3:37 PM	IN	Lot 1 AVI Ent	0	0

You will then be able to see a list of current and previous parking redemptions.

NOTE: Parking redemptions can only be canceled or modified PRIOR to entering the parking facility for your scheduled parking redemption. Once you are parked, you cannot modify the parking redemption (i.e., add additional days).

If your parking redemption has not yet occurred and you wish to cancel it, simply select “Cancel” next to the redemption. To modify an existing redemption, you must first cancel the redemption and then go back to the Rewards tab to make a new parking redemption.

I forgot my username. Where can I find it?

If you have forgotten your username and need it sent to you, email info@parkbradley.com with your request and your name. Please note that usernames are case sensitive.

I am having trouble logging in to my account. Who can I contact for help?

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

1. Username error – please note that usernames are case sensitive. If you are still unsuccessful, email info@parkbradley.com with your request and first and last name, and a representative will email you with the correct username on file.
2. Password – Passwords are also case sensitive. If you have forgotten your password, use the “Forgot Password” function on the login screen. Your password will be reset to a computer-generated code that you will be able to use to login. Once you have logged-in to your account, you can reset your password.
3. If you are still having trouble logging in using the correct username and a new computer-generated password, close out the page and enter the login page through www.bradleyairport.com/spark (do not use a bookmark to re-access the page). This method 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 key a few times to make sure it has been completely cleared.

Can family members link or share an account?

No. **sPARK REWARDS PROGRAM** automated passes are non-transferable and for each member's sole use. Each family member must sign up for their own account.

What do I do if I lost my Automated Pass?

E-mail us at info@parkbradley.com or call **1-877-735-9280 (M-F; 8AM – 5PM EST)** to deactivate your old card and order a replacement card. Lost Automated Passes will incur a \$30.00 replacement charge, which will be charged to the credit card linked with the **sPARK REWARDS PROGRAM**.

How can I update my information?

If your credit card becomes expired, or incorrect information was provided, your automated pass will not be valid upon parking. To update this, as well as other information such as name, address, or car model, please login to your account and click "Edit" to update your information.

Can I use a coupon in the automated lane?

The parking coupons available at www.bradleyairport.com/spark cannot be used at the automatic pay stations.

My automated pass was denied access when trying to enter, what do I do?

First, check to make sure that the credit card on file with your **sPARK REWARDS PROGRAM** account has not expired. If so, update the information immediately. Next, contact the **sPARK REWARDS PROGRAM** administration office at **1-877-735-9280 (M-F; 8AM – 5PM EST)** or info@parkbradley.com to ensure your account is properly activated.

How can I print a receipt from my account?

- 1) Login to your web account, select "Activity". This report will show all your activity.
- 2) Select the "Receipt" link next to the transaction you wish to print. A pop-up window will come up with your detailed transaction. If this window does not appear, double check to make sure your computer setting is set to "Allow pop-ups".
- 3) Select Print.

Still have a **sPARK REWARDS PROGRAM** question?

Contact us at info@parkbradley.com or call **1-877-735-9280 (M-F; 8AM – 5PM EST)**

Terms & Conditions of Frequent Parker Program

After enrolling, all new members of the **sPARK REWARDS PROGRAM** will need to make a one-time (non-refundable) online payment of \$30.00 for the purchase of their new **sPARK REWARDS PROGRAM** automated pass.

Once a confirmed payment is made, a **sPARK REWARDS PROGRAM** automated pass will be processed and mailed in approximately 5-7 business days.

Customers who request a replacement automated pass will incur a \$30.00 replacement charge. A **sPARK REWARDS PROGRAM** account that has no parking activity on the account or points accumulated for 18 months will be considered inactive and the account will be closed. Any current point balance will be forfeited.

Airport employees, taxicabs, courtesy vehicles, limited and public motor vehicles, and motor vehicles for hire using the card access system are strictly prohibited from participation in the **sPARK REWARDS PROGRAM**.

Bradley International Airport reserves the right to modify, change or cancel the **sPARK REWARDS PROGRAM** at any time.