

FREQUENTLY ASKED QUESTIONS

How does the program work?

Members are assigned a **My AVP Airport Loyalty Program Automated Card**, which is linked to any major credit or debit card kept on file in a secured account. Simply hold your **Automated Card** in front of the reader at the entry of the parking facility and the gate will go up.

DO NOT PULL A TICKET.

When you exit, hold your **Automated Card** in front of the reader and the gate will go up. Your **Automated Card** will automatically record your time in and out, charge the credit or debit card on file and credit your account with '**My AVP**' Airport Loyalty Program points.

NOTE: At the exit for the Garage and Lot A, there is an Automated reader in both the Cashier Lane and the Express Lane. We highly recommend that you use the Express Lane for a faster exit.

Members are awarded one point for every dollar spent on parking in any of the Wilkes-Barre/Scranton International Airport On-Airport Parking Facilities. Once enough points are accumulated, they can be redeemed for FREE Parking, airline miles or restaurant gift cards.

REDEMPTION OPTIONS WITH POINT REQUIREMENTS

FREE Parking	Parking Value	Points Required	Parking Value	Points Required
Lots A, B and D	1 <i>Day</i> FREE Parking	110	1 <i>Week</i> FREE Parking	660*
Garage	1 <i>Day</i> FREE Parking	150	1 <i>Week</i> FREE Parking	900*
Airline Miles	Number of Miles	Points Required		
American	2,000	2,000		
United	2,000	2,000		
Restaurant Gift Cards	Gift Card Value	Points Required		
Dunkin' Donuts	\$25	250		
Lucky's	\$25	250		

*The weekly rate is based on 6 days of parking. The 7th day is always free.

My AVP

Airport Loyalty Program

How do I sign up?

Enroll online by visiting: MyAVPRewards.com.
You will receive your **My AVP Airport Loyalty Program Automated Card** in 7 - 10 business days.



What if I forget my Automated Card?

Can I still get points for my parking stay?

Yes. If you have forgotten your **My AVP Airport Loyalty Program Automated Card**, pull a ticket at entry and pay manually. Once your visit is complete, make sure to keep a copy of your receipt, and contact the **My AVP Airport Loyalty Program** administration office at info@myavprewards.com or 877-735-9280 (Monday – Friday 8:00am – 5pm). A copy of your parking receipt will be required to have the points added to your account.

How do I redeem points for Free Parking?

First, log in to your **My AVP Airport Loyalty Program** account and select “Rewards”.

Next, select Lots A, B, and D or Garage. Then, follow the step-by-step guide to redeem points to cover your length of stay. Note that the system will only allow you to redeem the number of points accrued to date. 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.

Upon arriving at the airport, simply enter and exit with your **Automated Card** to have the points credit applied to your account. Your credit or debit card will not be charged for the days you have redeemed for free parking. **There are no certificates to present.** The transaction will be handled through the automated system.

NOTE: You must enter on the date you chose and in the parking location you selected online, or the system will NOT recognize your redemption. If you return later than the date selected, the system will automatically charge the credit or debit card on file for the difference.

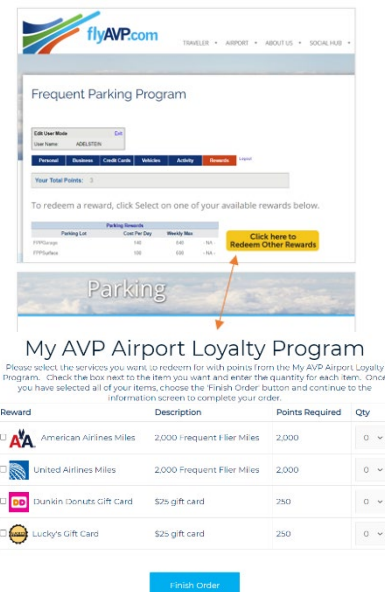
My AVP Airport Loyalty Program rewards points will not be earned on days when free parking redemptions are used. Points are only earned on days of paid parking.

A parking redemption does **not** reserve a parking space. If you arrive and your chosen parking location is full, you must park in an alternate location and full payment will still be required. In this case, please contact the **My AVP Airport Loyalty Program** administration office to have the points returned to your account for use at a future date. The administration office can be reached at 1-877-735-9280 (Monday – Friday, 8:00am – 5:00pm) or info@myavprewards.com.

How do I redeem points for Airline Miles and restaurant gift cards?

Please follow the steps below.

1. Log in to your account at www.myavprewards.com
2. Select "REWARDS" from the navigation bar at the top
3. Confirm the number of points available for redemption
4. Click on "Redeem Other Rewards" button to the right
5. You will see a menu of options as outlined in the chart from which to choose. Simply select the item(s) that you wish to receive and proceed to the checkout form supplying your name, contact information, and mailing address.



The **My AVP Airport Loyalty Program** administration office will then receive a confirmation of your order, verify that there are enough points in your account, and if so, deduct the appropriate number of points from your online account and fulfill your order as requested. If you redeem for an item(s) that you do not have enough points for, the administration office will contact you to rectify the order.

AIRLINE MILES

Airline miles are available for American Airlines or United Airlines. Select the airline for which you would like to receive. You may select to receive as many as you have points available to redeem. Please allow 7-10 business days to receive your points into your airline miles account.

GIFT CARDS

Gift cards are available at Dunkin' Donuts and Lucky's. Select the gift card(s) for which you would like to receive. All gift cards are in \$25 denominations. You may select to receive as many as you have points available to redeem. Please allow 2-4 weeks for delivery.

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

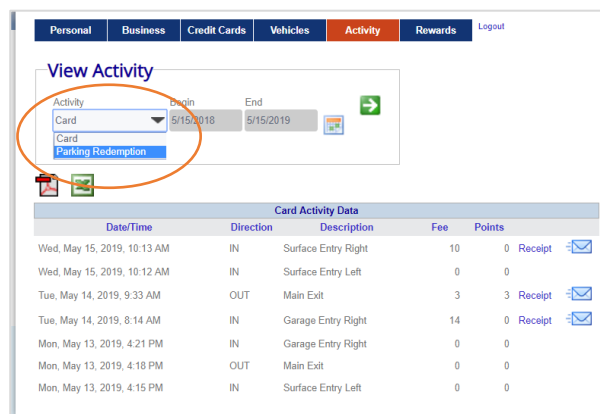
First, log in to your **My AVP Airport Loyalty Program** account and select "Activity".

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.

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



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

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.

What is Premium Parking and Deluxe Parking and how can I receive it?

As an added perk, **My AVP Airport Loyalty Program** members can also earn 12-months of reserved parking in a specific area of the Garage. This is on a first-come first-served basis.

PREMIUM PARKING

Offered to Wilkes-Barre/Scranton International Airport travelers that park in the Garage 100 days or more (not consecutive) in a 12-month period. The Premium Parking Permit will provide members with the ability to park in one of the Premium Parking or Deluxe Parking Spaces, located on the 2nd floor of the Airport’s Parking Garage (subject to availability). Just look for the yellow sign that says “My AVP Airport Loyalty Program Premium Parking” or the blue sign that says “MY AVP Loyalty Program Deluxe Parking”.

DELUXE PARKING

Offered to Wilkes-Barre/Scranton International Airport travelers that park in the Garage 30 days or more (not consecutive) in a 12-month period. The Deluxe Parking Permit will provide members with the ability to park in one of the Deluxe Parking spaces, located on the 2nd floor of the Airport’s Parking Garage (subject to availability). Just look for the blue sign that says “MY AVP Loyalty Program Deluxe Parking”.

Because there is a limited number of Premium Parking and Deluxe Parking Spaces, they are available on a first-come first-served basis. The Premium Parking and Deluxe Parking Permit provides the **My AVP Airport Loyalty Program** member the opportunity to utilize one of the Premium Parking or Deluxe Parking spaces. **There are no discounts in parking fees, and there are no guarantees that a Premium Parking or Deluxe Parking space will be available upon arrival.** There are no blackout dates. Premium Parking and Deluxe Parking members must re-qualify every 12 months to retain membership.

The Premium Parking or Deluxe Parking Permit must always be visible while in the designated Premium Parking or Deluxe Parking spaces within the parking Garage. Vehicles not displaying the Premium Parking or Deluxe Parking Permit will be subject to towing at the owner’s expense.

I forgot my username. Where can I find it?

If you have forgotten your username and need it sent to you, simply send an email to info@myavprewards.com with your request and your name. Please note that the username is case sensitive. This means that whatever case you use when signing in for the program is the case you must use each time you sign into your account.

I’ve been parking at AVP for a long time and just became aware of the My AVP Airport Loyalty Program. Can I receive credit for past parking stays?

Unfortunately, no. **My AVP Airport Loyalty Program** is set up so that points can only be accumulated from the day a member enrolls in the program. No retroactive points will be given.

I am having trouble logging in to 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:

1. Username error – note that **usernames are case sensitive**. If you are still unsuccessful, email info@myavprewards.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 case sensitive**. If you have forgotten your password, use the “Forgot Password” function on the login screen to have it emailed to you. 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 of the page and enter the login page through www.MyAVPRewards.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.

Can I share my ‘My AVP’ Airport Loyalty Program Automated Card?

Yes. You will be responsible for any parking fees associated with the use of your **My AVP Airport Loyalty Program Automated Card**. Your **Automated Card** will only work for one vehicle to enter and exit at a time. You cannot have more than one **Automated Card** per account and reward points cannot be rewarded if the **Automated Card** is used the same time a credit receipt is submitted.

What if my Automated Card is lost, stolen or damaged?

If your **Automated Card** is lost, stolen or damaged, send an email to info@myavprewards.com or call 877-735-9280 (Monday – Friday, 8am – 5pm ET). We will deactivate your card and issue you a new card at a replacement charge of \$10.00 or 100-point deduction.

How can I update my information?

If your credit or debit card has expired, or incorrect information was provided, your **Automated Card** will not be recognized when you park. To update your information, such as a credit or debit card, name or address on file, please visit **MyAVPRewards.com** and log in to your account. After your information has been updated, click “Save” and your account information will be changed immediately in the system.

Note: *It is a good idea to periodically check your account information to be sure it is correct. This will eliminate any issue when you enter and exit an on-airport parking facility.*

My Automated Card was denied access when trying to exit, what do I do?

Please see a cashier to provide an alternate method of payment. Then, email a copy of your receipt along with your name to info@myavprewards.com to receive **My AVP Airport Loyalty Program** points for the stay. You can also fax this information to (440) 542-1810.

How can I print a receipt from my account?

- 1) Log in to your online 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

View Activity

Activity: Card Begin: 5/15/2018 End: 5/15/2019

Card Parking Redemption

Date/Time	Direction	Description	Fee	Points	
Wed, May 15, 2019, 10:13 AM	IN	Surface Entry Right	10	0	Receipt
Wed, May 15, 2019, 10:12 AM	IN	Surface Entry Left	0	0	
Tue, May 14, 2019, 9:33 AM	OUT	Main Exit	3	3	Receipt
Tue, May 14, 2019, 8:14 AM	IN	Garage Entry Right	14	0	Receipt
Mon, May 13, 2019, 4:21 PM	IN	Garage Entry Right	0	0	
Mon, May 13, 2019, 4:18 PM	OUT	Main Exit	0	0	
Mon, May 13, 2019, 4:15 PM	IN	Surface Entry Left	0	0	

Still have a My AVP Airport Loyalty Program question?

Contact us at info@myavprewards.com or call 1-877-735-9280. (Monday through Friday, 8:00 am – 5:00 pm ET).

TERMS & CONDITIONS

My AVP Airport Loyalty Program members can log in to their account at any time to update their profile, update debit/credit card information, check point balances, redeem for free parking, airline miles and restaurant gift cards. Retro-active credit (credit for parking stays prior to enrollment date) will not be issued to new or existing program participants.

Lost **My AVP Airport Loyalty Program Automated Cards** will incur a \$10.00 replacement charge or a 100-point deduction.

Employees, including all tenant employees, of the Wilkes-Barre/Scranton International Airport (i.e. airlines, car rentals, limo/taxi, restaurant/gift shop, TSA, security, etc.) and their immediate families (i.e. spouses, significant others, partners, and children) are NOT eligible for the **My AVP Airport Loyalty Program**.

Any benefits and/or privileges received through the **My AVP Airport Loyalty Program** have no cash value and may not be traded or sold. Any fraudulent act regarding this Program, or violation of the Program terms will result in the termination of Program membership. Members are responsible for keeping their name, email, mailing address, phone number and credit/debit card information current in their **My AVP Airport Loyalty Program** automated account.

The Wilkes-Barre/Scranton International Airport reserves the right to amend, suspend, or terminate the terms and conditions governing the **My AVP Airport Loyalty Program** at any time without notice. If the **My AVP Airport Loyalty Program** is terminated, members will have thirty (30) days from the date of termination to utilize any remaining benefits.