



# Airport parking: Answers to your most frequently asked questions

## **WHERE IS PARKING LOCATED IN RELATION TO THE TERMINAL?**

As you approach the terminal, follow the signs directing you to the Parking Garage, Long-Term Parking, and Economy Parking areas. There are no stoplights after you exit the highway to delay your parking experience. All airport parking is located a short shuttle ride or walk to the terminal

## **CAN I RESERVE A PARKING SPACE?**

No, but with plentiful parking there is no shortage of airport parking spaces. Reservations simply aren't needed! Since opening Nov. 12, 2008, the airport's parking facilities have tripled in size, with space for about 18,000 vehicles:

- Economy Parking (7,950 spaces)
- Long-Term Parking (4,400 spaces), and
- Parking Garage (5,900 spaces)

## **WHAT ARE THE BENEFITS OF EXPRESS VALET PARKING?**

Enjoy maximum comfort and convenience by letting us do the parking for you! Follow the signs to Level 3 of the Parking Garage and one of our quick, courteous attendants will take it from there. Express Valet guarantees your vehicle is safely parked under cover for the duration of your stay and costs \$10 for four hours or \$20 daily.

## **HOW FREQUENTLY DO SHUTTLES RUN TO AND FROM THE LONG-TERM AND ECONOMY LOTS?**

Shuttles provide continuous, frequent service to and from the Long-Term and Economy lots to the terminal and Ground Transportation Center. In addition, you'll find numerous pick-up and drop-off shelters in each lot.

## **WHERE IS THE BEST PLACE TO PARK IF I AM JUST PICKING SOMEONE UP?**

Park and wait for free in our Cell Phone Lot! Once passengers have landed and claimed their bags, they may call your cell phone to let you know they are ready. You can then pull to the curb on the Arrivals Level to pick-up your passenger(s) and help load luggage. The Cell Phone Lot contains 49 first-come,first-served spaces.

## **WHAT METHODS OF PAYMENT ARE ACCEPTED FOR PARKING?**

Payments for parking in the airport garage or surface lots can be made with cash or credit card. Credit cards accepted include: Visa, MasterCard, American Express, and Diners Club. In the garage, drivers can utilize one of the pay-on-foot stations which accept credit cards.

The surface lots can be exited with a credit card or those who prefer to pay with cash can use one of six cashier booths.

### **IS ACCESSIBLE PARKING OFFERED FOR THE PHYSICALLY CHALLENGED?**

Absolutely! Ample parking for physically challenged individuals is available in all parking areas. In the Parking Garage, there are plentiful spots for vehicles displaying hang-tags on both sides of the multi-level center atrium. Once inside the terminal, airline skycaps and other personnel can arrange wheelchair assistance, if needed.

### **MY CAR BATTERY IS DEAD, CAN SOMEONE HELP ME?**

Yes. Our 24-hour roving assistance vehicle can provide you with a complimentary jumpstart wherever you are parked at the airport. They can also inflate flat tires, provide vehicle location assistance, and escort solo travelers to their vehicles.

### **WHO SHOULD I CALL IF I HAVE MORE QUESTIONS ABOUT PARKING?**

Contact Guest Services at 317.487.7243. Hours are Monday–Friday, 6 a.m. to 9 p.m. and Saturday–Sunday, 6 a.m. to 8 p.m.