



FREQUENTLY ASKED QUESTIONS

What is the SGF VIP REWARDS Frequent Parker Program?

The **SGF VIP REWARDS Frequent Parker Program** is a fully automated rewards program for on-airport parking. Park on-site for business and leisure trips to earn points for FREE parking at Springfield-Branson National Airport.

How do I sign up?

You must enroll, online, by visiting: www.SGFrewards.com. You will be mailed a free **SGF VIP REWARDS** Automated Pass in 5 to 7 business days.

Can my SGF VIP REWARDS Automated Pass be mailed to a different address than what I entered when I registered?

The address listed on Address Line 1 should be your credit/debit card billing address. If the billing address is different from the location you wish your **SGF VIP REWARDS** Automated Pass to be sent to, please call the **SGF VIP REWARDS** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EST), or send an email to: fppinfo@SGFrewards.com

Is there a charge to join the SGF VIP REWARDS Frequent Parker Program?

No, membership is free and there is no charge for the initial **SGF VIP REWARDS** Automated Pass. However, if your pass is lost or stolen there is a \$10 charge or 100-point replacement fee. If applicable, the lost pass fee will be charged to your credit or debit card on-file. A replacement **SGF VIP REWARDS** Automated Pass will then be mailed to you.

Who is eligible to join the SGF VIP REWARDS Frequent Parker Program?

Any individual that parks on-site at the Springfield-Branson National Airport (SGF) can join the **SGF VIP REWARDS** Frequent Parker Program. Membership is FREE. The more you park on-airport, the more points you will earn towards free parking.

How does the SGF VIP REWARDS Frequent Parker Program work?

Members are assigned an **SGF VIP REWARDS** Automated Pass, which is securely linked to the credit or debit card on file. Hold your **SGF VIP Rewards** Automated Pass in front of the HID black box on the ticket issue machine at the entry of the parking facility, and the gate will go up. When you exit, hold your **SGF VIP REWARDS** Automated Pass in front of the HID black box on the reader of the exit booth, and the gate will go up. Your **SGF VIP Rewards** Automated Pass will automatically record your time in and out, charge the credit or debit card on file and credit you with Frequent Parker Program points.

Members are awarded 1 point per dollar spent when you park at Springfield-Branson National Airport.

I've been parking at SGF Airport for a long time and just became aware of the SGF VIP REWARDS Frequent Parker Program. Can I receive credit for past parking stays?

Unfortunately, no. The **SGF VIP REWARDS** program is set-up so that points can only be accumulated from the day a member receives their **SGF VIP REWARDS** Automated Pass. No retroactive points can be given.

How do I redeem points for FREE parking?

First, login to your **SGF VIP REWARDS** 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 parking location.

Note: The system will use the total available points in your account and adjust how many are used based on the location you park in. 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, enter and exit your preferred parking location, as usual, with your **SGF VIP REWARDS** Automated Pass to have the points credit applied to your account. **There are 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 parking location. However, the redemption must be created prior to exiting.

SGF VIP REWARDS points will not be earned on days when free parking redemptions are used. Points are only earned on days of **PAID** parking.

A **FREE** parking redemption does **not** reserve a space in any of the airport's on-site parking lots. If you arrive and your chosen parking location is full, you must park in an alternate on-airport parking location.

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

Parking Facility	Points Earned
Long Term	110 Points
Short Term	180 Points

Effective 8/21/23

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

First, login to your **SGF VIP REWARDS** account and select "Redemptions". To cancel a pending redemption, click the 'Cancel Pending Redemptions' checkbox, then, select the 'Cancel Redemption' button.

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:

- 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 fppinfo@SGFrewards.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.

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 www.SGFrewards.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.

My SGF VIP REWARDS Automated Pass was denied when trying to enter/exit. What do I do?

First, check to make sure the credit or debit card on file with your **SGF VIP REWARDS** account has not expired.

Occasionally there may be an equipment malfunction. Please contact the **SGF VIP REWARDS** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EST) or fppinfo@SGFrewards.com to ensure your account is updated with correct information and properly activated.

To receive points for this parking stay, send in a copy of your parking receipt to the **SGF VIP REWARDS** Administration Office via fax to **440-542-1810** or email fppinfo@SGFrewards.com. Please be sure to include your full name and a short description of why you are seeking credit.

What do I do if I lost my SGF VIP REWARDS Automated Pass?

Email the administration office at fppinfo@SGFrewards.com or call **877-735-9280** (Monday – Friday, 8am-5pm EST) to deactivate your lost **SGF VIP REWARDS** Automated Pass and order a replacement. There is a \$10 replacement fee. Members also have the option to have 100 points deducted from their account instead of incurring the \$10 charge.

How can I update my information?

To update your information, such as a credit or debit card, email, name, or address on file, please visit <https://www.SGFrewards.com> login to your account and select “My Profile”. After your information has been updated, you will need to answer the math question at the bottom of the page and click “Save”. Your account information will be updated immediately in the system.

Note: If you want to confirm that your information was successfully updated you can email the **SGF VIP REWARDS** Administration at: fppinfo@SGFrewards.com or call **877-735-9280** (Monday – Friday, 8am-5pm EST). 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.

Can family members share an account?

Yes. You will be responsible for any parking fees associated with the use of the **SGF VIP Rewards Pass**. The **SGF VIP REWARDS** Automated Pass will only work for one vehicle to enter and exit at a time.

Can I transfer my points to someone else?

No, points are not transferrable.

How many SGF VIP REWARDS Automated Passes can I have in my account?

You will receive one Automated Pass that will be your primary account number.

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.

Still have an SGF VIP REWARDS Frequent Parker Program question?

Contact us at fppinfo@SGF Rewards.com or call **877-735-9280** (Monday - Friday, 8am – 5pm EST)

TERMS & CONDITIONS

The program has no predetermined termination date and may continue until such time as Springfield-Branson National Airport (SGF) 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.

SGF VIP REWARDS Frequent Parker Program 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 **SGF VIP REWARDS** Automated Pass will incur a \$10.00 replacement charge or a 100-point deduction.

***An SGF VIP REWARDS Frequent Parker Program account that has not had parking activity for 18 months will be considered inactive and the member will be requested to return the SGF VIP REWARDS Automated Pass to SGF VIP REWARDS Headquarters, PO Box 39125, Cleveland, OH 44139. If the SGF VIP REWARDS Automated Pass 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.**

SGF 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 & public motor vehicles, as well as motor vehicles for hire using the card access system are strictly prohibited from participation in the **SGF VIP REWARDS** Frequent Parker Program.