



JAX
Jacksonville
International
Airport



FREQUENTLY ASKED QUESTIONS

What is the JAX PASSPORT Frequent Parker Program?

The **JAX PASSPORT** 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 Jacksonville International Airport.

How do I sign up?

You must enroll, online, by visiting: **www.jaxpassport.com**. You will be mailed a free **JAX PASSPORT** Automated Pass in 7-10 business days. You can add up to two (2) license plates on file that can also be used to enter and exit the parking location. **PLEASE NOTE: Only one vehicle can be parked at a time, under the same JAX PASSPORT Frequent Parker Program account.**

Can my JAX PASSPORT 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 **JAX PASSPORT** Automated Pass to be sent to, please call the **JAX PASSPORT** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EST), or send an email to: info@jaxpassport.com.

Is there a charge to join the JAX PASSPORT Frequent Parker Program?

No, membership is free and there is no charge for the initial **JAX PASSPORT** Automated Pass. However, if your pass is lost or stolen there is a \$20 charge or 200-point replacement fee. If applicable, the lost pass fee will be charged to your credit or debit card on-file. A replacement **JAX PASSPORT** Automated Pass will then be mailed to you.

Who is eligible to join the JAX PASSPORT Frequent Parker Program?

Any individual that parks on-site at the Jacksonville International Airport (JAX) can join the **JAX PASSPORT** Frequent Parker Program. Membership is FREE. The more you park on-airport, the more points you will earn towards free parking. (Valet and Premier Parking are excluded from the **JAX PASSPORT** Frequent Parker Program.) **PLEASE NOTE: The JAX PASSPORT Frequent Parker Program is for those individuals that frequently travel out of Jacksonville International Airport. Rental car services like TURO are not permitted to join.**

How does the JAX PASSPORT Frequent Parker Program work?

Members are assigned a **JAX PASSPORT** Automated Pass, which is securely linked to the credit or debit card on file. Members can also enter up to two (2) license plates when registering for the program. **PLEASE NOTE: Only one vehicle can be parked at a time, under the same JAX PASSPORT Frequent Parker Program account.**

All members will receive a **JAX PASSPORT** Automated Pass even if they have provided a license plate number during the registration process. If you chose not to enter a license plate number, please use the **JAX PASSPORT** Automated Pass that will be mailed to you.

PLEASE KEEP THE AUTOMATED PASS IN YOUR VEHICLE AS YOU WILL NEED TO USE IT IN CASE THERE IS AN ISSUE WITH YOUR LICENSE PLATE BEING READ BY THE CAMERA.

Upon entering the parking facility, the license plate (if entered in the online account) will be automatically read and the gate will raise. Pull up to the gate so that the back-license plate can be viewed by the cameras. If the license plate is not on file, please use the **JAX PASSPORT** Automated Pass that was issued to the account. Upon exiting, the license plate (or **JAX PASSPORT** Automated Pass) is read, the exit date and time recorded, and the credit or debit card is charged the correct amount due for the length of the parking stay.

The **JAX PASSPORT** Frequent Parker Program online account will also be credited with points from the parking stay and a receipt will be emailed.

All Entry and Exit Lanes at each Parking Facility will have a **JAX PASSPORT** Automated Pass Reader. Simply hold your **JAX PASSPORT** Automated Pass in front of the reader to raise the gate.

Members are awarded 10 points per dollar spent on parking in the JAX Airport parking lots or garages. Valet and Premier Parking are NOT included in the program.



Entry reader



Exit reader

Can I have more than one credit or debit card on file?

Yes, you may have as many credit or debit cards on file as you prefer. It is your responsibility to make sure that the proper credit or debit card on file is selected as your default to be charged at the time of exit.

I have been parking at JAX Airport for a long time and just became aware of the JAX PASSPORT Frequent Parker Program. Can I receive credit for past parking stays?

Unfortunately, no. The **JAX PASSPORT** Frequent Parker Program is set up so that points can only be accumulated from the day a member enrolls in the program. No retroactive points can be given.

How do I redeem points for FREE parking?

First, log in to your **JAX PASSPORT** 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 adjust after you exit the parking location.

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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, simply enter and exit your preferred parking location, as usual, with your **JAX PASSPORT** Automated Pass or license plate 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 garage or lot. However, the redemption must be created prior to exiting.

JAX PASSPORT 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 Needed for One Day Free
Hourly Garage	2,400 points
Daily Garage	2,000 Points
Daily Surface Lot	1,400 Points
Economy Lot 1	800 Points
Economy Lot 2	800 Points
Economy Lot 3	800 Points

Effective July 2024

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

First, log in to your **JAX PASSPORT** Frequent Parker Program 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 log in to your account due to a forgotten username or password, please try the following:



JAX
Jacksonville
International
Airport



- 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 info@jaxpassport.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.jaxpassport.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 JAX PASSPORT Automated Pass or License Plate 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 **JAX PASSPORT** Frequent Parker Program account has not expired. If you used your license plate to enter and exit the parking lot, please make sure that the correct license plate number is on file.

Occasionally there may be an equipment malfunction. Please contact the **JAX PASSPORT** Frequent Parker Program Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EST) or info@jaxpassport.com to ensure your account is updated with correct information and properly activated.

To receive points for this parking stay, simply send in a copy of your parking receipt to the **JAX PASSPORT** Frequent Parker Program Administration Office via fax to **440-542-1810** or email info@jaxpassport.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 JAX PASSPORT Automated Pass?

Email the administration office at info@jaxpassport.com or call **877-735-9280** (Monday – Friday, 8am-5pm EST) to deactivate your lost **JAX PASSPORT** Automated Pass and order a replacement. There is a \$20 replacement fee. Members also have the option to have 200 points deducted from their account instead of incurring the \$20 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.jaxpassport.com> log in 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.



JAX
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International
Airport



PLEASE NOTE: *If you want to confirm that your information was successfully updated you can email the JAX PASSPORT Administration at: info@jaxpassport.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?

The JAX PASSPORT Frequent Parker Program provides one JAX PASSPORT Automated Pass and you can add up to two license plates on your account to allow up to three people on one account. **However, only one license plate or Automated Pass can be used to park at a time.**

Can I transfer my points to someone else?

No, points are not transferrable.

How many JAX PASSPORT Automated Passes can I have in my account?

You will receive one Automated Pass that will be your primary account number and you can have up to two license plates on file.

Can I use the JAX PASSPORT Automated Pass for Valet and Premier Parking?

No. Valet and Premier Parking are **NOT** part of the JAX PASSPORT Frequent Parker Program.

How can I access a receipt from my account?

If the email you entered on your account is correct, all receipts will be automatically emailed. You can also access your receipt by doing the following:

- 1) Log in 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 a JAX PASSPORT Frequent Parker Program question?

Contact us at info@jaxpassport.com or call 877-735-9280 (Monday - Friday, 8am – 5pm EST)

TERMS & CONDITIONS

The JAX PASSPORT Frequent Parker Program licenses the user to park one vehicle in this area at user's risk. Lock your vehicle. The licensor hereby declares it is not responsible for fire, theft, damage or loss of such vehicle or an article left therein. Only a license is hereby granted, and no bailment is created.

The **JAX PASSPORT** Frequent Parker Program has no predetermined termination date and may continue until such time as Jacksonville Aviation Authority (JAA) 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.

JAX PASSPORT Frequent Parker Program members can log in 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 **JAX PASSPORT** Automated Pass will incur a \$20.00 replacement charge or a 200-point deduction.

***A JAX PASSPORT 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 JAX PASSPORT Automated Pass to JAX PASSPORT Headquarters, PO Box 39125, Cleveland, OH 44139. If the JAX PASSPORT 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.**

The JAA 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/Valet employees, taxis, courtesy vehicles, pre-arranged companies, Transportation Network Companies (TNC) and Peer to Peer car sharing customers are prohibited from participation in the JAX PASSPORT Frequent Parker Program.