



SDF Rewards

Frequent Parker Program

FREQUENTLY ASKED QUESTIONS

What is SDF Rewards?

The **SDF Rewards** program is a fully automated Frequent Parker Program. You can park on-airport for your business and leisure trips and earn points for FREE parking.

Who is eligible to join SDF Rewards?

Any individual who parks at Louisville Muhammad Ali International Airport can join **SDF Rewards**. Membership is FREE. The more you park on-airport, the more points you will earn toward FREE parking.

Is there a charge to join SDF Rewards or to request an SDF Rewards Automated Pass?

No, membership is free, and we will send you an **SDF Rewards** Automated Pass free of charge. Members can also use their RiverLink E-ZPass Transponder, but you will still need an **SDF Rewards** account. **PLEASE NOTE:** Only the RiverLink E-ZPass Transponder (**hard case style**) is accepted for use in the **SDF Rewards** program.

How do I sign up?

You must enroll online by visiting www.SDFrewards.com. Please allow 7-10 business days to receive your **SDF Rewards** Automated Pass. It will be ready to use immediately upon receipt.

What if I already have an existing RiverLink Pass on my windshield?

The **SDF Rewards** automated readers are compatible with the RiverLink E-ZPass Transponder (**hard case style**). When you sign-up for the **SDF Rewards** program, simply enter your transponder number in the **SDF Rewards** Automated Pass field. **PLEASE ALLOW 2-3 BUSINESS DAYS FOR YOUR RIVERLINK E-ZPASS TRANSPONDER TO BE ACTIVATED AND READY FOR USE.** Your RiverLink E-ZPass account will NOT be charged. The debit/credit card you put on file when you sign-up for the **SDF Rewards** Program **will** be charged.

PLEASE NOTE: Only ONE SDF Rewards Automated Pass or RiverLink E-ZPass Transponder can be used per vehicle, per visit.

If you have a pass on your windshield from a program or service other than RiverLink, please call the **SDF Rewards** Administration office at **877-735-9280** (Monday – Friday, 8am-5pm EDT/EST), or send an email to: info@SDFrewards.com.

How do I log in to my account?

Visit www.SDFrewards.com and enter your username (your email address) and password.

How does the SDF Rewards Frequent Parker Program work?

Members can use their existing RiverLink E-ZPass Transponder (**hard case style**) or request an **SDF Rewards Automated Pass**. Simply use your **SDF Rewards Automated Pass**, or a RiverLink E-ZPass Transponder to enter and exit the on-airport parking locations (excluding Valet Parking). Your **SDF Rewards Automated Pass**, or RiverLink E-ZPass Transponder, will automatically record your time in and out, charge the credit/debit card on file and credit your account with **SDF Rewards Frequent Parker Program** points that can be redeemed for FREE parking.

NOTE: All entry/exit lanes have an SDF Rewards Automated Pass reader. Do NOT pull a ticket.

Your **SDF Rewards Automated Pass**, or RiverLink E-ZPass Transponder should be mounted inside your vehicle, in the center of your windshield, below the rearview mirror. If you have tint on your windshield, please make sure the pass is below the tint. *For additional instructions on how to mount your pass, please refer to the "Automated Pass Installation Instructions" found at [SDFrewards.com](https://www.sdfrewards.com).*

The system will calculate your time in and out and the credit card on file will automatically be charged for the parking stay. Your **SDF Rewards** account will also be credited with points from your stay.

Members are awarded one point per dollar spent for parking in any of the on-airport parking locations (excluding Valet Parking) at Louisville Muhammad Ali International Airport. When you are ready to redeem Points for FREE parking, simply log in to your **SDF Rewards** account, access the Redemptions Tab and follow the instructions to redeem your points on your next visit to **SDF**.

The chart below illustrates how many points are needed for **one FREE day** of parking in each parking location.

Location	Points Needed Per Day
Parking Garage	200
Surface Parking Lot	120
Express Shuttle Parking Lot	80
Premier East & West Parking Lots	140

Valet Parking is currently excluded.

How do I start earning points for SDF Rewards?

SDF Rewards members using their RiverLink E-ZPass Transponder or the **SDF Rewards Automated Pass** will automatically earn one point for every dollar spent in the on-airport parking locations (excluding Valet Parking).

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.

Can my SDF 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 card billing address. If the billing address is different from the location you wish your pass to be mailed to, please call the **SDF Rewards** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EDT/EST), or send an email to: info@SDFrewards.com.

I have been parking at Louisville Muhammad Ali International Airport for a long time. Can I receive credit for those past stays?

Unfortunately, no. **SDF Rewards** is a new program. Points can only be accumulated from the day a member enrolls in the **SDF Rewards** program. Retroactive points will be not be given.

How do I redeem points for FREE parking?

First, log in to your SDF Rewards account and select the “Redemptions” tab. 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, simply enter and exit your preferred parking location, with your **SDF Rewards** Automated Pass, or RiverLink E-ZPass Transponder, to have the points credit applied to your account. Your credit card will not be charged for the day(s) you have redeemed for FREE parking. **There are no certificates to present.** The transaction will be handled through the automated system.

Please Note: If you are already parked and you forgot to place the redemption, you can do so after you have entered the parking lot. However, the redemption must be placed prior to exiting the parking lot. If you return later than the date selected, the system will automatically charge the credit card on file for the difference.

SDF 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-airport parking lots. If you arrive and your chosen parking location is full, you must park in an alternate on-airport parking location.

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

First, log in to your **SDF Rewards** account and select “Redemptions.” Here you can view your redemption activity. 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:

1. Username– 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@SDFrewards.com with your request and first and last name and a representative will email you with the email address 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.

If you are still having trouble logging in using the correct username and password, close out of the page and enter the login page through www.SDFrewards.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 into the login fields. These extra characters (like spaces) happen from copying and pasting that we can’t always see, but the computer recognizes. You can also put your cursor in the username email or password fields and hit the delete button a few times to make sure it has been completely cleared.

Can I share my SDF Rewards account?

Yes. You will be responsible for any parking fees from the use of the **SDF Rewards** Automated Pass or RiverLink E-ZPass Transponder that is associated with your account. Only one **SDF Rewards** Automated Pass or RiverLink E-ZPass Transponder can be used at a time to enter and exit the parking location.

Can I transfer my points to someone else?

No, points are not transferrable.

How many SDF Rewards Automated Passes or RiverLink E-ZPass Transponders can I have in my account?

You may have up to four (4) passes on your account. **PLEASE NOTE:** Only one **SDF Rewards** Automated Pass or RiverLink E-ZPass Transponder can be used at a time to enter and exit the parking location.

Can I use the SDF Rewards Automated Pass for Valet Parking?

No. Valet Parking is not part of the **SDF Rewards** Frequent Parker Program.

My SDF Rewards Automated Pass was denied, what do I do?

First, check to make sure the credit/debit card on file in your **SDF Rewards** account has not expired.

Occasionally there may be an equipment malfunction. Please contact the **SDF Rewards** Administration Office at **877-735-9280** (Monday – Friday, 8am-5pm EDT/EST) or info@SDFrewards.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 **SDF Rewards** Administration Office via **fax** to **440-542-1810** or email info@SDFrewards.com. Please be sure to include your full name and a brief description of why you are seeking credit.

What do I do if I lose my SDF Rewards Automated Pass?

Email the administration office at info@SDFrewards.com or call **877-735-9280** (Monday – Friday, 8am-5pm EDT/EST) to deactivate your lost **SDF Rewards** Automated Pass and order a replacement. There is a \$10.00

replacement fee. Members also have the option to have 100 points deducted from their account instead of incurring the \$10.00 charge.

What if I forget my SDF Rewards Automated Pass or RiverLink E-ZPass Transponder when I come to the airport? Can I still earn points?

Yes. To receive points for a parking stay, simply send in a copy of your parking receipt to the **SDF Rewards** Administration Office via fax to 440-542-1810 or email info@SDFrewards.com. Please be sure to include your full name and a brief description of why you are seeking credit.

How can I update my information?

To update your information, such as a credit/debit card, name, or address on file, please visit SDFrewards.com and log in to your account. After your information has been updated, you will need to answer the math question on the bottom left corner and click "Save." Your account information will be changed immediately in the system.

*Note: If you want to confirm that your information was successfully updated you can email the **SDF Rewards** Administration at: info@SDFrewards.com or call **877-735-9280** (Monday – Friday, 8am-5pm EDT/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.*

How can I access a receipt from my account?

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

- 1) Log in to your online account, select "Visits." This screen will show your activity.
- 2) Select the "Receipt" link next to the exit you wish to access, and the receipt will be emailed to you.
- 3) Check your email for your parking receipt.

Still have an SDF Rewards question?

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

TERMS & CONDITIONS

These terms and conditions are effective until terminated by the Louisville Regional Airport Authority. The Louisville Regional Airport Authority reserves the right to modify, change, or cancel the **SDF Rewards** Frequent Parker Program with or without notice, at any time. In the event of termination, participants shall have six months from the effective date to use any accumulated points.

SDF Rewards Frequent Parker Program members can log in to their account at any time to update their profile, add/change credit or debit card information, check point balances or redeem rewards for parking. Retroactive credit (credit for parking stays prior to enrollment date) will not be issued to new or existing program participants.

Lost **SDF Rewards** Automated Passes will incur a \$10.00 replacement charge. Members also have the option to have a 100-point deduction from their account, instead of the \$10.00 charge.

An active member is defined as “a current member of the **SDF Rewards** Program that has some level of activity either accumulating points for paid parking or redeeming for rewards – within the last 18 months.” *An **SDF 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 their **SDF Rewards** Automated Pass to **SDF Rewards** Administration Office, PO Box 39125, Cleveland, OH 44139. If the **SDF Rewards** Automated Pass is not received back, or the account does not show activity within 30 days, the credit card on file will be charged \$10.00, the online account will be deactivated, and any point balance will be removed.

The Louisville Regional Airport Authority 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 and Operators (as defined in Chapter 700 of the Louisville Regional Airport Authority’s Regulations) using the card access system are strictly prohibited from participation in the **SDF Rewards** Frequent Parker Program.