

San Antonio International Airport Guaranteed Parking Program

Terms and Conditions

Revised - May 2022

You agree to the following Terms and Conditions for membership in the San Antonio International Airport Guaranteed Parking Program (“Program”) and use of an Airport Guaranteed Parking Program Card (“Program Card”), which Program is authorized pursuant to Ordinance _____, enacted _____.

1. USE OF PROGRAM CARD:

- a) Your Program Card may be used for access at one of two designated locations. San Antonio International Airport offers two Guaranteed Parking locations, Short Term Garage and Long-Term garage. Each location has a nested access-controlled area for you to park. Once you select the designated parking location and associated payment terms, your Program Card will provide access to the selected corral space only.
- b) The Program Card may be used for parking only one vehicle at a time in the designated parking corral. Any attempt to use a Program Card for more than one vehicle at any one time will be a violation of Program privileges and may result in the assessment of fees and charges and/or termination of your Program membership in accordance with paragraphs 4 and 10 of these Terms and Conditions.
- c) If, during the time that you use the Program Card to park, your credit card is invalid, expires, or is declined for any reason, you must provide an alternative method of payment for all charges at the time of exiting the parking toll plaza.
- d) You may not sell your Program membership to another person or company.
- e) A Program membership may be used by more than one person; however, the Program Card may be used to park only one car in the designated parking garage at a time. If the card will be utilized by more than one person and vehicle is not already registered with the Parking office, an email must be sent to SATParkinginfo@sanantonio.gov listing the account number, , vehicle make, model, color and license plate information.
- f) You shall be responsible for payment of all charges, fees and assessments to your credit card resulting from the use of the Program Card by any person, whether authorized by you, until you report your Program Card lost or stolen, in accordance with paragraph 5 of these Terms and Conditions.
- g) Vehicles parked over 30 consecutive days will be subject to tow. Storage of any vehicle is not permitted.
- h) Failure to comply with these Terms and Conditions may result in suspension, revocation, and/or termination of your Program membership. Failure to pay Program fees and charges may result in additional penalties provided by law or by these Terms and Conditions, including, but not limited to, termination of your Program membership.

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2. MEMBERSHIP INFORMATION:

a) Initial membership in the Program shall be for one month, in the case of enrollment after the fifteenth (15) day of the month, initial membership shall be half of the monthly rate for the days remaining in the first month. Following the initial one-month membership in the Program, you will be provided the opportunity to extend your Program membership by providing a credit card for regular monthly payments, at which time an account will be set up with the credit card number supplied by you. Your credit card account will automatically be charged monthly for the applicable monthly membership rate until you notify us of a cancellation. Should the secure credit card online payment system not be available, payment may be made by cash, cashier's or certified check, or credit card (Visa, MasterCard, or American Express only), either in person at the Airport's Parking Office located at 9453 Airport Blvd , San Antonio, Texas 78216, or through the Online Portal. Payments may not be made by mail.

b) You shall keep your Program membership account information, including credit card information, always updated.

c) Members are able to either upgrade to Gold or downgrade to Silver at any time with 30 days' notice in writing to the SATParkinginfo@sanantonio.gov or a letter addressed to the Airport's Parking Office listed in section 2a. Written notice must be received prior to the billing period for the following month. Billing occurs on or around the 15th of each month depending upon Weekends and Holidays.

3. PROGRAM FEES:

a) Upon enrollment in the Program, you will be responsible for payment in full for the initial month of the Program in the amount according to City of San Antonio Code of Ordinances Chapter 3 of the San Antonio International Airport and Stinson Municipal Airport Rules and Regulations; Section 3-179 Parking Rates and Charges. Your membership in the Program will expire at the end of the initial month, unless you elect to continue your membership in the Program on a monthly basis in the amount as specified in Chapter 3; Section 3-179. The initial monthly payment shall be non-refundable except as provided in Paragraph 7 below.

b) Monthly parking fees are due on the last day of each month for next month parking. Your Program Card will be de-activated three (3) business days after invoices are due. A "Late Fee" will be imposed if parking fees have not been paid prior to the first of the month.. Neither City nor the Airport shall be required to invoice for parking fees or send reminders for past-due parking fees. A "Late Fee" rate will be in accordance with Chapter 3; Section 3-179.

c) Parking fees and instructions for use of the Program Card will be available on the San Antonio International Airport Parking website and City of San Antonio Code of Ordinances - Chapter 3. A notice posted on the Program webpage shall be notice to you.

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4. MISUSE OF PARKING CARD:

a) San Antonio International Airport, in its sole discretion, may revoke the Program Card and terminate your Program membership in the event of any misuse. Misuse of the Program Card is any use not in accordance with these Terms or Conditions, the San Antonio Airport System Rules and Regulations, Program instructions posted on the Airport's website, or any other applicable law or regulation. If you or anyone else attempts to use your Program Card for more than one vehicle at a time, San Antonio International Airport, in its sole discretion, may confiscate, deactivate or revoke the Program Card, and may terminate your membership in the Program with no refund. Further action relating to the party attempting the transaction or relating to the vehicle(s) in question may be taken, including, but not limited to, civil or criminal action and/or impoundment of the vehicle.

b) Misuse of a Program Card may be, in San Antonio International Airport's sole discretion, cause to deny issuance of another Program Card to you at any time in the future or to terminate or non-renew your Program membership.

5. LOST OR STOLEN PROGRAM CARD:

a) If you lose your Program Card, you must immediately report the loss to Airport Parking & Ground Transportation at 210-207-3465 or SATParkinginfo@sanantonio.gov. You must come in person to the parking office to apply for a replacement Program Card.

The issuance of a replacement Program Card and associated fee(s) will be in accordance with City of San Antonio Code of Ordinances Chapter 3; Section 3-179.

b) If, during the time that you are using the Program Card, your Program Card is lost or stolen, you must (a) go to a parking toll plaza lane with a cashier; (b) comply with procedures for a Lost Ticket; and (c) provide an alternative method of payment. Your charges will include a Lost Ticket Charge. Please note that your Program Card will not be de-activated until you report your card lost or stolen in compliance with Section 5(a).

6. DISCLAIMER:

To the extent permitted by law, the City of San Antonio expressly disclaims any representation of warranty, express or implied, relating to the Airport Corporate Parking Program including, without limitation, any express or implied warranty of merchantability, fitness for a particular purpose or conformity to models or displays.

7. GUARANTEE/REFUND:

a) San Antonio Airport guarantees that upon presentation of a valid Program Card at the card reader designated for the Program and designated parking garage, San Antonio International Airport will make available a parking space within the designated parking area.

b) In the event San Antonio International Airport does not provide the guaranteed service described in paragraph 7 above, and San Antonio International Airport's inability to provide the guaranteed service is

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not the result of Force Majeure, as described in paragraph 8 of these Terms and Conditions, and subject to verification of unavailability of guaranteed space, your sole and exclusive remedy is a refund of (a) the remaining balance of the current months payment and removal from the guaranteed program or a coupon / validation for two days free in the applicable facility in which your program card vehicle was forced to park in a publicly accessible area. This validation coupon may be transferrable and must be used within the expiration period. You are responsible for notifying Airport Parking & Ground Transportation office at 210-207-3465 or SATParkinginfo@sanantonio.gov of the unavailability of guaranteed parking and your request for a remedy within 24 hours of exiting the facility.

8. FORCE MAJEURE:

The City of San Antonio will not be liable for any failure or delay in the performance of its obligations under these Terms and Conditions, or for failure to provide the guaranteed service described in paragraph 7 above, if any, to the extent such failure is caused, without fault of the City of San Antonio, directly or indirectly by: fire, explosion, cable cuts, vandalism, sabotage, flood, earthquake, elements of nature or acts of God, regional failures of electrical distribution, regional failures of telecommunications services, labor disruptions or strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, or quarantines, epidemic, embargoes, security restrictions and other similar government action.

9. INDEMNIFICATION:

YOU AGREE TO INDEMNIFY THE CITY OF SAN ANTONIO AND HOLD IT HARMLESS, FROM AND AGAINST ANY AND ALL LOSS, COST, EXPENSE, DAMAGES, OR LIABILITY RELATING TO, ARISING FROM OR AS A RESULT OF YOUR MEMBERSHIP IN THE PROGRAM AND/OR THE USE OR PERFORMANCE OF THE PROGRAM CARD.

10. CANCELLATION/TERMINATION/RE-ENROLLMENT:

a) Following the initial one month membership period, if you have elected to continue your membership, you may cancel your membership at any time by notifying Airport Parking & Ground Transportation at 210-207-3465 or SATParkinginfo@sanantonio.gov by the 15th day of the month for cancellation on the last day of said month. Following cancellation, your account will stay active through the end of the month already paid. However, if your car remains in the parking garage after the end of said month, and you have not contacted Airport Parking & Ground Transportation before you exit the parking garage to make arrangements for the balance of the days not already paid, then you are liable for payment of the remaining balance owed on your entire stay.

b) City of San Antonio reserves the right to terminate your Program membership, deactivate your Program Card, and/or terminate the Program at any time, with or without cause, with 15 days' notice. Any Program charges which remain unpaid for 30 days will result in termination of your Program membership.

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c) In the event of cancellation or termination of your Program membership for any reason, you will be required to re-enroll in the Program, including pre-payment of the initial month membership fee. Re-enrollment in the Program shall be contingent upon availability of parking spaces in the corral space and placement of your re-enrollment application on a waiting list, if any.

d) The Program Card must be returned to the Airport Parking & Ground Transportation Division, 9453 Airport Blvd., San Antonio, Texas 78216, at the end of the month in which the membership is cancelled or terminated. Program Cards for cancelled or terminated memberships which are not returned will be subject to de-activation and a card replacement fee; as set out in Chapter 3; Section 3-179.

11. MODIFICATION:

City of San Antonio reserves the right to change these Terms and Conditions at any time upon 15 days notice. These changes may include, without limitation, a change in any existing fees or imposition of new fees. You will be bound by the Terms and Conditions posted on the Airport website for the Program, as amended from time to time. Any increase in fees will be implemented automatically the month following publication on the website.

12. SEVERABILITY:

The invalidity of any term or terms of these Terms and Conditions shall not affect or impair any other terms, which remaining Terms and Conditions shall remain in full force and effect.

13. GENERAL INFORMATION:

San Antonio International Airport Parking rules are established by City Ordinance.

14. INQUIRIES AND CORRESPONDENCE:

Contact Airport Parking & Ground Transportation at 210-207-3465 or SATParkinginfo@sanantonio.gov.

15. AGREEMENT TO TERMS AND CONDITIONS AND TO CREDIT CHARGE CHARGES:

By signing below, or acceptance of these Terms and Conditions online, you agree to the Terms and Conditions set forth herein, to pay all Program charges, and, when the secure credit card payment system is available, you hereby authorize Program charges to your credit card number on file with your account information.

Agreed:

Signature

Printed Name

Date: _____

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Vehicle Information			
Vehicle Make	Vehicle Model	Color	License Plate