



**Gold Parking Express
Frequently Asked Questions**

**Parking Card Exit Express
Frequently Asked
Questions**

GOLD PARKING EXPRESS FREQUENTLY ASKED QUESTIONS

WHAT IS GOLD PARKING EXPRESS?

Is a Gold Parking Express membership the right product for me?

The Gold Parking Express Program is a fast and convenient way to pay for parking in the parking garages and certain parking lots (collectively, the “Parking Facilities”) at Boston Logan International Airport (“Logan Airport”). It provides convenient, fast access in and out of Logan Airport’s Parking Facilities and a guaranteed space. The Gold Parking Express membership is ideal for time sensitive business travelers and frequent fliers. Gold Parking Express combines the ease of touchless payment with the benefit of guaranteed parking. You have access to Logan Airport’s dedicated Gold parking areas, including coveted spots in the Terminal B garage, and you don’t have to worry about finding a spot during busy travel periods. Members use a Gold Parking Express Card to enter the Parking Facility without the need of pulling, and holding onto, a ticket. Members can park in nested areas in premium locations in the Logan Airport Parking Facilities. At exit, members use one of the dedicated Parking Card Exit Express lanes where a waive of the Gold Parking Express card will lift the gate. The parking charge is automatically applied to the credit card associated with the account. A transaction receipt is emailed to the email address on file within 24 hours of exit.

Can I use my Gold Parking Express card in all Logan Airport Parking Facilities?

The Gold Parking Express system is available in all Logan Airport Parking Facilities, including terminal areas parking and the Terminal E lots. The only parking facility where Gold Parking Express is not offered is the overflow lot. However, Gold Parking Express premium nested areas are only available in Logan Airport’s Central Parking Garage and at the Terminal B Garage.

Do I have to register my vehicle to get a Gold Parking Express card?

No. Your Gold Parking Express card will work regardless of what vehicle you are in, so it is not necessary to register your vehicle(s) in the program. However, the Gold Parking Express card can only be used to park one vehicle, at any one time.

What credit cards are accepted for payment?

We accept Visa, MasterCard, American Express, and Discover.

Can I pay for my Gold Parking Express charges using a Parking Pay Station?

No. The Parking Pay Stations are only for paper tickets. If you took a ticket as you entered the Parking Facility, then you must pay for parking at a Parking Pay Station before returning to your car. Then use the validated ticket to leave the Parking Facility via a Parking Card Exit Express lane.

If you swiped your Gold Parking Express card in front of the reader when you entered the Parking Facility, then you must swipe the same Gold Parking Express card in front of the reader at the time of exit.

If I have a Gold Parking Express membership, can I still pay cash for parking?

Yes. If you do not wish to use your Gold Parking Express card, you may take a parking ticket when you enter the Parking Facility instead of swiping your Gold Parking Express card. Remember to keep your parking ticket with you and stop at a Parking Pay Station before returning to your car. Please note, however, that if you do not enter the Parking Facility with your Gold Parking Express card you will not be able to gain access to the Gold Parking Express premium nested area.

Where can I find the Terms & Conditions?

Terms and Conditions can be found [here](#).

ACCOUNT QUESTIONS

How do I get a Gold Parking Express membership?

Click on the link below to go to the Gold Parking Express enrollment page, and enter the required information. There is a \$200 account activation and use fee when you register for the first year, and a \$100 annual enrollment fee for each successive year. There is also a \$5 per day fee for each day you park in a Gold Parking Express nested area. After creating this account, the Gold Parking Express card is mailed to you at the address provided when enrolling.

<http://www.massport.com/logan-airport/to-from-logan/parking/>

How do I activate my Gold Parking Express card?

After you have created an account, your Gold Parking Express card will be mailed to you, which will be ready to use immediately upon receipt.

What if my Gold Parking Express card is lost or stolen?

Log in to your account at <https://passport.massport.com>. Go to “Cards” in the menu bar, you will find all cards assigned to your account listed. Click “Report Card Lost” in the Action column. You will be asked to agree to the \$5 replacement. Once confirmed, the status of the card will reflect the updated status. Your existing card will be blocked and a new card will be sent to you at the mailing address on file, generally within 7-10 business days. Your credit card will be billed a \$5 replacement card fee. Report the loss immediately. Transactions using your Gold Parking Express card are directly tied to your credit card. You will be responsible for all fees on your Gold Parking Express card until you have reported it lost or stolen.

What if I lose my card while traveling, how can I exit?

If you lose your card while traveling and you have entered the Parking Facility using the card, proceed to the exit and go to the lane with a cashier. The cashier will look up your entry information using the license plate of your vehicle. Because we take the security of your vehicle seriously, please be prepared to show your license and registration for the vehicle. Don't forget to report your card lost (see above).

What if my Gold Parking Express card is damaged?

Report a damaged card by sending an email to gold@massport.com. A member of the Transportation Staff will contact you within 1-2 business days.

I have a new email address/want to change my email address.

Log in to your account at <https://passport.massport.com>. Go to “Account” in the menu bar. Click the “Change Customer Information” button and enter the correct information. Click the “Save” button when complete.

I want to add a secondary email address/want to change my secondary email address.

Log in to your account at <https://passport.massport.com>. Go to “Account” in the menu bar. Click the “Change Customer Information” button and enter the correct information. Click the “Save” button when complete.

I can't remember my password.

Go to the <https://passport.massport.com> and click on the Forgot Password link. Enter the email address you have on file when prompted and you will be emailed to reset your password.

How do I change my identifying or credit card information?

Log in to your account at <https://passport.massport.com>. Go to "Account" in the menu bar. Click the "Update Payment" button. You will be redirected to a secure portal to enter this information. When complete click the "Save" button and you will be redirected back to your account.

I was able to enter the Parking Facility using my Gold Parking Express card but when I exited the system asked for another form of payment, why?

The credit card information we have on file for you was not able to be authorized (e.g., the credit card on file expired). If you need to update your credit card information, you can log in to your account and update the information (see above). Otherwise, email us at gold@massport.com, and we will be happy to assist.

In order to exit the Parking Facility, please insert a valid credit card in the slot for a processed ticket. The fee for the current stay will be applied to that card and the receipt will be emailed to you as usual. If you do not have another payment card, please proceed to a lane with a cashier. The cashier will look up your entry information using the license plate of your vehicle.

I tried to enter the Parking Facility with my card and received an error message that said "FPP Wrong Presence", what does that mean?

Please email us at gold@massport.com. Your card requires a reset in the system. To enter the Parking Facility please pull a ticket which will also be used to process your exit transaction.

My Gold Parking Express card has expired, how do I renew?

Email us for assistance at gold@massport.com.

Can I sign up for automatic renewal of my Gold Parking Express membership?

Yes, your membership defaults to an automatic renewal, unless you chose not to take advantage of this feature. You can change your automatic renewal status at anytime by signing into your account at Log in to your account at <https://passport.massport.com>. Go to "Enrollments" in the menu bar. Under the "Renewal Setting" column you can see if your enrollment is auto or manual renewal. Click the "Update booking information" button in the "Actions" column and change the setting to the desired option. Click "Submit" to complete.

With automatic renewal you will continue to receive reminder notifications at 30 days, 15 days, and 1 day prior to expiration. However, as long as the credit card on file is valid, you do not need to take any further action to renew. Your membership will renew the day of expiration.

For general information on Logan Airport Parking Facilities, including amenities and other services:

Please visit <https://www.massport.com/logan-airport/to-from-logan/parking/terminal-parking/>.

Additional questions?

Please contact us at: gold@massport.com

If you are already a Gold Parking Express member, please include your name AND either the 5 digits of your Gold Parking Express card number or your customer number.

PARKING CARD EXIT EXPRESS PROGRAM FREQUENTLY ASKED QUESTIONS

WHAT IS PARKING CARD EXIT EXPRESS?

Is a Parking Card Exit Express membership the right product for me?

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Can I use my Parking Card Exit Express card in all Parking Facilities?

The Parking Card Exit Express system is available in all Logan Airport Parking Facilities, including long term parking and the Terminal E lots. The only Parking Facility where Parking Card Exit Express is not offered is the overflow lot.

Do I have to register my vehicle to get a Parking Card Exit Express card?

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We accept Visa, MasterCard, American Express, and Discover.

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Yes. If you do not wish to use your Parking Card Exit Express card, you may take a parking ticket when you enter the Parking Facility instead of swiping your Parking Card Exit Express card. Remember to keep your parking ticket with you and stop at a Parking Pay Station before returning to your car.

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ACCOUNT QUESTIONS

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<https://passport.massport.com>

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