

OKC Will Rogers International Airport
Public Parking Online Reservation System's
Terms and Conditions

Introduction

These Terms and Conditions (“T&Cs”) apply to the purchaser and/or traveler (“User(s)”) using the OKC Will Rogers International Airport’s (“OKC Airport”) public parking Online Reservation System (“ORS”) to reserve parking at OKC Airport’s parking facilities. Users utilizing OKC Airport’s ORS acknowledge and accept these T&Cs.

Changes to Terms & Conditions

The Oklahoma City Airport Trust (“Trust”), by and through the Director of Airports (“Director”), reserves the right to amend these T&Cs at any time. Any updates will be posted on the flyokc.com website. It is the responsibility of the User to review the current T&Cs at FlyOkc.com at the time of reservation and prior to entering OKC Airport’s parking facilities.

Online Reservation System

The ORS allows Users to reserve parking spaces in advance at OKC Airport for a prepaid reservation of a designated parking facility for specific dates and times (“Reservation”). A User’s designated parking facility will only be reserved for selected dates and times (“Reservation Period”). By completing a Reservation, Users agree to pay all applicable fees, comply with these T&Cs, and understand that availability is subject to confirmation at the time of entry. OKC Airport does not guarantee that all parking products will be available at all times via the ORS, nor does it guarantee a specific parking space.

When Users submit a payment using the ORS, they will receive an email confirmation which includes the Reservation’s QR code credential and a receipt of payment. A Reservation shall not be considered complete until such time as the Reservation confirmation is received by the User.

The Trust, by and through the Director, reserves the right to limit;

- the number of Reservations per person,
- the number of Reservations per parking facility, and/or
- the number of parking spaces and parking facilities available for Reservation(s).

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No Resale of Online Reservation

The resale or market of any OKC Airport Reservation, whether on its own or bundled with other products or services, is prohibited without OKC Airport's express written consent. Resale will result in the cancellation of the Reservation without refund.

Pricing

The Reservation price will be calculated based on the current parking rates applicable to the selected parking facility. The Reservation price quoted by the ORS shall not include any time exceeding the Reservation Period ("Overstay"). All overstays will incur additional parking charges, which must be paid in full at the time of exit. Failure to pay additional parking charges incurred due to an Overstay may result in delayed exit until payment is completed, additional parking fees, and/or suspension or permanent ban from using the ORS.

Parking rates in daily parking facilities are calculated in twenty-four (24) hour increments. Parking rates in the hourly parking facility are calculated on an hourly basis.

Payment

Payment of the entire Reservation amount shall be due in full at the time of Reservation. The User's payment method will be charged upon submission of the Reservation through the ORS. The User's financial institution's statement will reflect the charge as originating from "WRWA Mobile Parking".

By completing a Reservation, the User authorizes the Trust to charge an amount equal to the "Pay Now" price to the User's credit card, debit card, or accepted digital payment methods such as Apple Pay or Google Pay and represents that they have the authority to authorize such transaction. The "Pay Now" amount will be displayed on the Reservation receipt after the transaction has been processed.

Personal Financial Information

The Trust does not collect or process the User's financial information. When the User provides payment details to complete a Reservation, the User authorizes OKC Airport's contracted third-party payment processor to charge the provided payment method in the amount of the quoted purchase price and any applicable Reservation fees.

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Discounts, Promotions, and Special Parking Programs

The Trust may, by and through the Director, from time to time, offer discount or promotional rates for use in OKC Airport's parking facilities. Discounts or promotions may be available or exclusive in the ORS. Discounts or promotions may be subject to additional limitations or terms and conditions, and the User will be advised of these at the time of Reservation. All discounts and promotions are subject to limited availability. The Trust reserves the right to add or remove parking facilities, parking spaces, or products from discounts or promotions, or to vary, amend, or cancel discounts or promotional rates at any time.

The Trust may offer special parking programs that require a designated credential for access to the parking facilities. If a program participant elects to use the ORS for any parking stay, the participant must pay all applicable Reservation fees. By Reservation, the participant acknowledges and agrees that the use of the ORS foregoes the participant's enrollment and benefits under the special parking program for the specific Reservation parking stay.

Large Vehicles

OKC Airport offers standard and compact parking spaces, however, space size varies by parking facility area, and a specific space type or size is not guaranteed. Garages and surface lots have varying height restrictions. Users are responsible for reviewing the designated parking facility's specific height restrictions prior to creating a Reservation.

In addition to the height restrictions of the parking facilities, entry and exit lanes are not designed to accommodate large vehicles such as tractor-trailers, semi-trucks, charter buses, or vehicles towing trailers. Attempting to enter or exit a parking facility with these vehicles may result in damage to the vehicle or parking equipment. Users are responsible for any damage to their vehicle and will be liable for the cost of repairing or replacing any damaged parking equipment.

Should a User's vehicle occupy more than one parking space, the user must pay the applicable parking fees for each additional space used. Failure to comply may result in the vehicle being towed at the owner's expense.

How to enter and exit with a Reservation

Upon arrival at the User's selected parking facility at OKC Airport, scan the QR code credential generated by the ORS at the entry scanner located on the base of the entry column. Upon exit, scan the QR code generated by the ORS at the exit scanner located on the base of the exit column. The QR code may be presented in either printed form or on a mobile device. Reservations may not be reserved online after entering an OKC Airport parking facility.

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If utilizing a Reservation, then Users **DO NOT** need a ticket at the parking facility entry gate. Should the User obtain a ticket at the parking facility entry gate instead of utilizing the QR code, then the User will incur parking rates in addition to the Reservation price. Reservations require an entry into an OKC Airport parking facility for the Reservation's QR code to be valid for exit from the parking facility. If Users enters a OKC Airport parking facility and then makes a Reservation, Users will be subject to current parking rates, and the Reservation's QR will not be valid for exit from the parking facility.

Arrival Grace Period will mean one (1) hour grace period prior to the scheduled arrival time to the OKC parking facility, and a one (1) hour following the end of the scheduled arrival time. A Grace Period is permitted for the User's scheduled arrival time for entry to the OKC parking facility.

Should a User arrive after the Arrival Grace Period has expired following the scheduled arrival time, then the Booking is forgone.

Departure Grace Period will mean one (1) hour grace period after the User's scheduled departure time to the OKC parking facility. Parking in excess of the Departure Grace Period will incur additional parking rates which will be charged at OKC Airport's current parking rates and the User will be required to pay those additional parking rates on departure from the OKC parking facility.

Each Reservation permits a single entry and a single exit only. In-and-out privileges are not allowed, so if the User's vehicle departs the parking facility prior to the Reservation's expiration the Reservation's QR code will not be valid to allow re-entry.

Cancellations

Reservations cannot be modified once confirmed by the User. To change a selected designated parking facility or date and time, Users must cancel the existing Reservation and submit a new Reservation.

If an airline flight is canceled at OKC Airport and changes a User's scheduled day of departure to a later date, then Users may request a refund of the Reservation price for the affected Reservation in accordance with the Refund provision below.

Changes in Travel Itinerary

The User should ensure the Reservation covers the entire length of stay at the OKC Airports parking facility based on the User's departure and arrival dates and times. It is recommended the User schedule the Reservation to begin two (2) hours prior to flight's scheduled departure and end two (2) hours after the flight's scheduled arrival to allow for potential delays.

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If the User's travel itinerary changes, these changes will not affect the Reservation price, however, it may affect the total due at the parking facility when exiting. Should the User Overstay, then the Reservation price will not cover the additional time that the User's vehicle was parked at the OKC Airport parking facility and the User will incur additional parking rates.

Refunds

General

The Director, or designee, will review each request and respond within three (3) business days. Should the Director, or designee, request additional verification or documentation, then the User must provide the requested verification or documentation within three (3) business days. Should the User not provide such requested verification or documentation within the aforementioned time, then the Director, or designee, the User may not be eligible for a refund. Should a refund be approved the refunded amount may take three (3) to five (5) business days to appear on the User's banking institution's statement.

All refunds will be issued to the payment method used at the time of reservation, no exceptions.

There shall be no refunds, partial refunds, or credits for Users exiting parking facilities prior to the User's Reservation Period end date and time.

Flight Cancellation

If an airline cancels the User's flight from OKC Airport, the User will provide sufficient documentation including, verification of the airline's cancelled departing flight, proof of User's Reservation and flight purchase, and to LandsideOps@okc.gov to request a refund. Flight cancellations occurring at connecting airports are not eligible for a refund.

Operational Emergency Cancellation

OKC Airport reserves the right to cancel Reservations, including, without limitation, in the event an operational emergency occurs, such as but not limited to, safety issues, security incidents, or critical operational needs. In such cases, affected Reservations will be cancelled and Users will receive a full refund.

ORS Malfunctions

In the event the ORS is unavailable and the Trust is unable to honor a confirmed Reservation, the User will receive a full refund of any fees paid for that Reservation. The Trust shall not be liable for any loss, inconvenience, or additional costs incurred by any

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User or entity as a result of the ORS being unavailable, including but not limited to, the ability to make a Reservation during periods of downtime or malfunction.

User Cancellations

Cancellations must be made by the User at least two (2) hours before the Reservation arrival time to be considered eligible to receive a full refund. No refunds will be issued for cancellations by the User made less than two (2) hours before the Reservation arrival time.

All cancellation steps must be completed for the Reservation to be successfully cancelled. Once cancelled, the User will receive a cancellation confirmation email. If the User does not receive a cancellation confirmation email, the Reservation has not been successfully cancelled.

Privacy Policy

OKC Airport's Privacy Policy is located at <https://flyokc.com/privacy-policy/>.

In order to process a Reservation, the OSB may collect and store personal information, including the User's name, address, phone number, email, license plate number and vehicle information. Some of this information may be provided to the Trust's outside service providers in order to process the Reservation. Such information may also be used for promotional, marketing, publicity, and research purposes (including updates, research, newsletters and promotional offers). The User's use of ORS indicates the User's consent to OKC Airport's collection, storage, use and disclosure of the User's personal information, and to the User's receipt of promotional and marketing materials.

As a governmental entity, the Trust is subject to the Oklahoma Open Records Act and may be required to release information it holds about Users upon request, unless there is an exception which applies. Appropriate technology and security policies, rules and measures will be implemented to protect the personal information that the Trust has under its control from unauthorized access, improper use, alteration, unlawful or accidental destruction and accidental loss.

Indemnity

Upon Booking, the User agrees to indemnify, release, defend, and hold the City of Oklahoma City and Oklahoma City Airport Trust and their officers, agents, and employees harmless from and against any and all loss of or damage to property or injuries to or death of any person(s), or all claims, damages, suits, costs, expense, liability, reactions, demands, liens, fines, encumbrances, or

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proceedings (including all reasonable legal fees and expenses whether incurred in defense of actual litigation or in reasonable anticipation of litigation) of any kind or nature whatsoever in matters resulting from, or arising out of: (a) User's acts or omissions, negligence, misconduct, operations, activities, or breach of these Terms and Conditions in connection with Booking; or (b) in matters resulting from, or arising out of User's use and occupancy of any portion of the OKC parking facility and Airport, and including, without limiting the generality of the foregoing, acts and omissions of User's agents.

Limitation of Liability

The User agrees that parking at OKC Airport is at the User's own risk. The City of Oklahoma City and Trust shall not be liable for any damage or injury to the User or their vehicle or personal property, including any special, indirect, or consequential loss, whether or not such loss could have been foreseen by the Trust or the City of Oklahoma City.

Safety and Security

Users must comply with all applicable laws, regulations, and OKC Airport safety and security requirements while using airport parking facilities. These include but are not limited to;

- Following all posted parking signs, directional and safety signage, and instructions issued by Department of Airports personnel,
- Parking only in designated parking spaces and not obstructing traffic or occupying more than one space,
- Users are prohibited from parking in areas designated as "No Parking" zones,
- Users are prohibited from parking in handicap spaces without displaying a valid handicap license plate or permit, and
- Driving carefully and responsibly within parking facilities.

Failure to comply with these requirements may result in penalties, towing at the owner's expense, or denial of access to parking facilities.

Vehicle Relocation

The Trust, or its agents or representatives, may enter, move, or relocate a User's vehicle for operational, safety, security, or violation reasons.

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Any vehicle left in excess of sixty (60) days without prior arrangements with the Trust may be removed at owner's expense. Should Users schedule a Reservation for more than thirty (30) days, then the User will complete an extended stay form with OKC Airport parking management company.

Intellectual Property

The content, logos, and trademarks displayed on FlyOkc.com are the property of the Oklahoma City Airport Trust. No individual, user, or entity may reproduce, distribute, or modify any part of the website without explicit written consent of the Trust, by and through its Director.

System Availability and Malfunctions

The Trust strives to maintain continuous availability of the ORS, however, the ORS may be unavailable from time to time due to scheduled maintenance, technical issues, or circumstances beyond the Trust's reasonable control.

The Trust does not guarantee uninterrupted or error-free operation of the ORS and reserves the right to suspend, modify, or discontinue the ORS at any time without prior notice.

Users acknowledge and agree that the Trust shall not be responsible for any errors made by the User during the Reservation process, including but not limited to, incorrect parking facilities, dates, or times.

Refunds related to system availability or malfunctions will only be issued if the Trust, by and through its Director, determines, in their sole discretion, that the malfunction was widespread and materially impacted multiple Users.