

## Pittsburgh International Airport (PIT) | Parking Frequently Asked Questions (FAQs)

### Tips for Parking at PIT:

#### Safety First

AT PIT, we put passenger safety first. Allegheny County police regularly patrol all of our parking lots. We encourage everyone to report any unusual activity directly to our parking team or the police department.

LAZ Parking Team: (412) 472.5050 or via any parking facility intercom at Bus Stops & Pay Stations

ACAA Airport Information: (412) 472.3525 or via any airport courtesy phone

Allegheny County Police Department: (412) 472.5576 or via **911** for emergency.

**PLEASE DRIVE SLOWLY!** Please keep our parking lots safe by slowing down, driving the posted speed limit—**10mph**—and using designated walking paths and sidewalks.

#### How to Find the Parking lot | Navigation (Satnav) support

Using ZIP codes with mobile devices to find PIT parking lots can sometimes result in misdirection. Using the application *WHAT 3 WORDS (w3w)*, we've pin-pointed our parking lot entry gates. These points can be integrated into your preferred mobile mapping application, including *Apple Maps*, *Google Maps*, *Waze* and more, making it easier for you to navigate directly to our front door.

*Try it with one click on the links below for your desired parking lot:*

1.  VALET Parking (Terminal Drop Off)  <https://w3w.co/website.recipes.sending>
2.  Short Term (Garage)  <https://w3w.co/fantasy.reservation.applause>
3.  Long Term Lot, includes Hyatt Hotel  <https://w3w.co/slowing.point.steep>
4.  Extended (Shuttle) Lot  <https://w3w.co/swear.footprints.dated>
5.  Economy Lot  <https://w3w.co/tram.departures.vertical>

#### ADA Permits

Accessible parking spaces are provided in all PIT parking lots on a first-come, first-served basis. They are typically located nearest the Terminal, just outside the doorways to the moving walkway. For the Extended (Shuttle) lot, these spots are conveniently located next to each shuttle stop shelter. To obtain the discounted rate, present your parking ticket with your valid permit to the cashier booth at exit.

#### Snap a photo of your spot!

To eliminate any doubt of the location of your car when you return to PIT, use your smartphone for a pin-drop location, or take a photo of your parked location with the parking zone marker inside the shot!

#### Safe & Secure

We make every effort to make sure PIT parking facilities are safe and secure. We recommend you remove any valuables from your car, check your parking brake is on, and lock all windows and doors. Please remember to take your parking ticket with you.

#### Winter Operations

During inclement weather, we clear airport roads and parking lot aisles of snow and ice. Check the weather forecast before your travels to prepare for your return journey. If your car needs a jumpstart, our parking team is available to help you. Call 412-472-5050. You will need to sign an administration waiver to enable the jumpstart, at your risk.

## **Reserve & Save**

Passengers who reserve parking online pay last year's rates, an opportunity to save money for the duration of a visit. Book your parking space in advance using our [Parking Reservation](#) site, also accessible via [www.flypittsburgh.com/parking](http://www.flypittsburgh.com/parking). You can save time, money and be eligible for upgrades. We do not sell via third parties, so booking a Pittsburgh International Airport parking space can only be completed via [www.flypittsburgh.com/parking](http://www.flypittsburgh.com/parking).

## **Short Term (Garage) Parking is FULL | Reservations Prioritized!**

Capacity within the Terminal Garage is limited. During peak hours of operation, we may need to block entry until sufficient capacity has been restored by diverting traffic to the adjacent Long Term lot. Parking reservations are prioritized. Our parking operator protects sufficient capacity for reservations; those customers are able to bypass the restrictions with QR codes continuously supported at the entry barriers.

## **Frequently Asked Questions (FAQs)**

### **Parking Reservations**

#### **My (QR Code) is Not Working?**

Present the QR code you received when you made your reservation to the digital reader at the entrance of the parking lot. Do NOT press the button for a ticket, as this will also result in potential difficulties upon exit from the parking lot. First, make sure you have pulled into the same lot you reserved online: Short Term, Long Term, Extended or Economy. Your QR code is only valid at the entrance to the lot you booked online. Second, make sure you hold your mobile QR code steady; you may have to move your phone closer to the reader and hold it for a few seconds for the reader to register the code. If your code still does not register, press the Assistance/Help button for intercom support from our onsite parking team [quoting your reservation reference number](#). Override access can be provided if necessary.

#### **Can I change or cancel my booking?**

Your online parking reservation can be managed at any time prior to your booked arrival date/time, free of charge within your booked period. [You are unable to extend your booking once you have entered the parking lot](#). Any overstays will be charged at the exit gates at the standard daily rate of the lot in which you are parked.

#### **My Parking Reservation (QR Code) was made by someone else for me, how does this work?**

Often family, friends or businesses make parking reservations on behalf of the customer/driver. Each parking reservation has a unique QR code for one-time use, so ensure the registered user forwards you a copy of the email confirmation to use on your smartphone or have a printed copy available to present to the QR code readers at the gates.

#### **I didn't receive my Booking Confirmation by email, what do I do?**

A recent system issue has now been resolved. Please check your "Spam" or "Junk" email folders, as confirmation emails sometimes end up there. If your confirmation is not there, please log in to your reservation, go to "Manage Booking" and click the "Resend Booking Confirmation" button to have a duplicate email sent to you. For mobile/smartphone bookings, take a screenshot of your QR code, as this can be used for access. This also has the booking reference number displayed, should you need to use the intercoms at the entry/exit gates.

#### **If I make a parking reservation, does this guarantee me a space?**

Yes. Parking reservations are prioritized, so there will be a space for you. Reserving a parking space does not provide you with an individually numbered parking space, but it does make sure there is a space held within the lot. Our parking team is available to help you find a space if necessary.

## Payment Options

### Does the airport support my preferred method of payment?

PIT accepts all major credit cards, including VISA, Mastercard, Discover and American Express; these are also accepted via our online Parking Reservations. Cash payments remain an option via four (4) pay stations within the landside terminal. Card and cash payments can also be made at the exit lanes, although we encourage cash payments via the designated pay stations to avoid congestion at the exits.

### Can I use my E-Z Pass toll tag for access and payment?

Yes. Our *PIT eXpress* pass supports the same user tag technology as E-Z Pass, but you will first need to register your E-Z Pass at our parking offices. Visit [www.pitexpresspass.com](http://www.pitexpresspass.com) for more details.

### How do I request a refund?

For parking reservations, you can cancel your reservation for free at any time prior to your date/time of entry. We are unable to issue a refund after this time. Should there be any unintended charges attributed to the parking reservation, please provide a copy of the statement to confirm the value and contact [PIT@lazparking.com](mailto:PIT@lazparking.com) for a refund. For any other refund requests, please contact our parking team at 412-472-5050.

## On-site Assistance

### Lost Ticket or Receipt?

For lost tickets, drive to the exit gate plaza and head toward any cashier lane to speak to a parking attendant or use the Assistance/Help button to talk to our parking control team. When you provide your license plate number, our parking operator will be able to identify the date of your parking entry and determine the applicable parking rate for the duration of your stay. For parking receipts, use the intercoms at the exit gates and the parking control team can re-issue you a ticketed receipt.

### How do I get a (duplicate) receipt?

For online parking reservations, refer to your booking confirmation email, log in to your account and print a receipt. For drive-up transactions either paid at the parking pay stations or at the exit gate, press the Assistance/Help button and our parking team can re-print and issue you a receipt at the exit gate. For receipts for past parking, please email [PIT@lazparking.com](mailto:PIT@lazparking.com) with your parking date/time and license plate number.

### Ticket or card payment stuck, retained, or damaged within the parking payment device

Call our parking team at 412-472-5050. A member of our parking team will be promptly dispatched to your location to assist you.

### Lost car (*I can't remember where I parked*)

Our security protocols record a license plate inventory of all vehicles across all parking lots daily. Contact the parking team at 412-472-5050 to request information on the location of your car. For additional support, you can request an escort to your car, subject to availability.

### Dead/Flat battery (*my car won't start*)

Our parking maintenance team is on-site to provide you with a jumpstart. There is no additional charge for this service, though you may need to wait for a trained maintenance team member to get to you. If your car requires additional maintenance support beyond a jumpstart, please notify our parking team to avoid being ticketed or towed until your chosen repair service can arrive.

### Security Escort (*I don't feel confident or safe walking to the car on my own*)

During overnight periods and low activity, our parking operator can assist lone patrons for personal safety. Please call our parking team at 412-472-5050 for support.

**Does PIT offer any Free Parking (or Cell Phone Lot)?**

PIT offers one (1) hour of free parking via our Long-Term lot. When you arrive at the entry to Long-Term parking, take a ticket to enter the lot. If you exit within one hour, there will be no charge. Parking periods over 60 minutes are charged at \$3 per 30 minutes up to the daily rate.

**Are there any vehicle access restrictions?**

Our parking lots are designed for use by cars and small trucks only, not for commercial-sized vehicles, i.e., heavy machinery, truck rigs and trailers, campervans/RVs or modified/specialist vehicles. The Short Term Garage is height-restricted to 6'6" (2.0m). Any **over-height, -sized or -weighted** vehicles should use the Extended parking lot. Additional rates will apply.

**How long can I park for?**

Any cars parked for over 45 days, without prior arrangements, will be considered abandoned. Allegheny County Police will be contacted to start the abandoned vehicle process. If you need to park with us for extended durations, we recommend you contact us directly at [PIT@lazparking.com](mailto:PIT@lazparking.com) to discuss available options.

**Bus Shuttles**

**How often do the bus shuttles run (Extended Lot only)?**

Buses run only in the Extended parking lot. Our service fleet of shuttles operate 24/7/365. Our buses operate on demand, so we encourage passengers to push call buttons inside the bus shelters to summon them. Upon your return to PIT, Extended lot bus shuttles operate from Commercial Arrivals: Door 6 (Baggage Claim). Our service goal is to have a shuttle waiting for you to board, with a short waiting time onboard before departure, allowing for additional passengers. Curbside areas are monitored by CCTV to assure the timely arrival of a shuttle bus for any waiting passengers.

**Assistance (Handicapped)**

**IMPORTANT:** Handicapped parking is supported throughout all parking products and lots. Present your parking ticket at any Cashier exit gate with your Handicapped Parking Permit for your parking rates to be **discounted to \$8/day** (excludes Gold Key lot).

**Do you offer any discounts or concessions for seniors, military, previous employees or business partners?**

We do not offer discounts for seniors, military, business partners or previous employees.

**Can I reserve a (Handicapped) parking space online?**

Handicapped parking spaces are available throughout all PIT parking lots. All parking reservations are intended for the parking product used; they do not provide designated/individual spaces.

**Employee Parking**

**How do I apply for an employee parking pass?**

We have separate arrangements for employee parking, managed via an Employee Parking policy for all associated airport employees and stakeholders. Please contact [employeeeparking@flypittsburgh.com](mailto:employeeeparking@flypittsburgh.com) for more information.

**My pass is lost, damaged or not working?**

For all employee parking questions or recovery actions, contact [employeeeparking@flypittsburgh.com](mailto:employeeeparking@flypittsburgh.com) in the first instance.