



First Time? This is how we work:

"Family Owned & Operated"

- Pull a ticket as you come through the gate. Be sure to store this ticket somewhere safe in your car, you will need it on your return as you check out of the lot.
- Find a place to park; you have a choice of either open or covered parking. Covered costs just a little more but provides shelter from the snow or rain and plug-ins when the weather is cold.
- Wait at your car; our shuttle driver has been alerted that there is a car on the lot. (Note if you turn on your flashers, raise your trunk or put a piece of luggage in the drive behind your car it will help the driver find you easier.) The shuttle will come right to you and our driver will help you load your luggage onto the shuttle. Please be aware that if both shuttles are in transit to or from the airport, it may take just a few minutes to get picked up.
- When you get on the shuttle our driver will give you a slip with your lot space number and the **Diamond Airport Parking** phone number on it (677-PARK). Be sure to store this slip in a safe, easy to retrieve place (such as a wallet or datebook); you will need it after you pick up your luggage on your return. Please help yourself to a complimentary newspaper and bottled water!
- Inform the shuttle driver as to which airline you are departing on and the driver will drop you at the curb in front of your designated airline.
- HAVE A GREAT TRIP!
- When you return, please be sure to pick up all of your luggage before calling our shuttle.
- Locate the slip of paper the shuttle driver gave you when you entered the bus. This slip will have the **Diamond Airport Parking** phone number on it (677-PARK) as well as the space number you parked in. From your cell phone or an airport courtesy phone call our office and tell the dispatcher your first name, the number in your party and the terminal and airline you have arrived at.
- Proceed to the second curb over from the building—the commercial lane (due to airport regulations we are not allowed to pick up passengers at the first curb). Tell the shuttle driver your name and give them the slip of paper with your lot space number on it. You will be delivered right to your vehicle and our courteous driver will again assist you with your luggage. If your car is cold and you would like to give it a few minutes to warm up; hop back in the shuttle and the driver will take you to our warm chalet where you can help yourself to a cup of coffee while your car warms up! ***Did you return to a flat tire, dead battery, lock your keys in the car or don't have enough gas to get you to the nearest station? Let our driver know—we can help with our FREE "We Care" service!***
- Proceed to the checkout lane and give the cashier at the window the ticket you received when you first pulled on to the lot.
- Be sure to show the cashier your **Preferred Traveler Card** (see application on this website if you do not already have one) or any coupons or discounts you may have. Be sure to have your **Frequent Traveler Card** stamped as well. We do accept cash and most credit cards as form of payment, we do not accept checks.

WELCOME BACK—PLEASE DRIVE SAFELY!