**PrePaid Coupon Parking**
> Coupons are date specific

Exchanges:
- Coupon will need to be exchanged in original Order (no fee) for new date
- Original coupon becomes invalid once returned
- Enter RePrint CSI

Refund Requests (did not work at garage; etc.):
- Please obtain as much information from the patron (i.e. did they attempt to use an expired pass?)
- After educating patron on proper use (see AAG PrePaid Coupon Instructions), refund AAG parking.
- Enter and close CSI

Refund Request if Patron Paid for Parking at Garage ($31.00):
- Please obtain as much information from the patron (i.e. did they attempt to use an expired pass?)
- After educating patron on proper use (see AAG PrePaid Coupon Instructions), request patron to mail in coupon and receipt from on-site payment. If patron does not have receipt, refund the PrePaid amount of $25.00.
- Email Lead information on request and enter CSI.
- Once coupon and receipt received, Director of Patron Services handles communication with garage management and AAG will process refund of $31.00.
  - Send below information with scanned receipt to DPS
    - Name
    - Patron ID
    - Address
    - Phone
    - Cash or Credit Card?
- Update and close CSI

Refund Request if Patron Paid for Parking at Unaffiliated Garage:
- After educating patron on proper use (see AAG PrePaid Coupon Instructions), refund AAG parking. Only AAG parking will be refunded.  We cannot assist in a refund for amount paid at unaffiliated garage as they are a separate company.
- Enter and close CSI

(see next page)

**Subscription Parking Passes**
   Passes are not date specific, but expire in August 31, 2016

<u>Exchanges:</u>
- No need to exchange with tickets as the passes are not date specific

<u>Re-Issuing Passes:</u>
   If a subscriber receives their parking, but loses it, we cannot refund and we cannot get them new passes. Parking Passes are like CASH.
   If a subscriber never received their parking, we can get them new passes for them to pick up from the Subscriber Services Table at their next concert.
- Enter a CSI as to why and email the Lead on duty
- Leads will email Project Manager the information (including ID#, Last Name, Order #, # of Passes) so she can make sure all is processed correctly.

<u>Refund Requests (did not work at garage; etc.):</u>
   Project Manager handles processing all refund requests
- Please obtain as much information from the patron (i.e. did they attempt to use an expired pass?)
- After educating patron on proper use (see AAG PrePaid Coupon Instructions), request patron to mail in coupon.  Once received, parking will be refunded. Parking passes will need to be received within 2 weeks prior to last event of Season.
- Enter CSI (leave open until coupon received and parking refunded)
- Coupon will be scanned and saved in the Documents section of the Research Tab in Tessitura; process refund
- Update and close CSI