



Frequently Asked Questions

How does the MHT Frequent Parker Program “FASTPASS” work?

The Manchester Boston Regional Airport “MHT” FASTPASS is a fully automated customer service enhancement which utilizes a “FASTPASS” card to allow quick and easy access to and from all on-site public parking areas at MHT.

How do I sign up?

Enroll online at <https://parking.flymanchester.com>. Once the enrollment process is complete, your MHT FASTPASS will be mailed to you within 7-10 business days.

Who can use the MHT FASTPASS?

The MHT FASTPASS can be used by any individual who parks on-site at Manchester-Boston Regional Airport.

The Program is NOT available to any commercial ground transportation company, government agency or other public entity. The MHT FASTPASS can be used by a family member. However, keep in mind that you (the account holder), will be responsible for any/all parking charges incurred on your account.

What do I do when I Enter/Exit the airport? Upon arrival at one of the MHT parking lots or garage, simply hold your FASTPASS up to the designated entrance reader - no need to pull a ticket. When returning from your trip, hold your FASTPASS up to the designated exit reader. The gate will go up and you will be allowed to exit. FASTPASS lanes and card readers are clearly marked – please watch for signs.

I am having trouble logging in to my account. Who can I contact for help?

NOTE: FASTPASS account will take 24-48 hours to be activated. During that time period, you will not have access to your account.

If you are unable to login due to a forgotten user name or password, please try the following:

1. User name error – note that user names are case sensitive.
2. Password – Passwords are also case sensitive. If you have forgotten your password, use the “Forgot Password” function on the login screen to have a temporary password emailed to you (please reset your password once logged in).
3. If you are still unsuccessful, please e-mail parking@flymanchester.com, include your full name and log in issue and a representative will contact you.

What if I lose my FASTPASS?

E-mail us at parking@flymanchester.com or call (603) 641-5444 (8am-5pm Eastern Time, Monday through Friday) to deactivate a lost FASTPASS or to order a replacement. Lost/Damaged FASTPASS cards will incur a \$15.00 replacement fee which will be charged to the credit/debit card linked to your account. MHT, and/or its agents, will not be responsible for any/all charges made to your account prior to MHT being notified of the lost/stolen card.

How can I update my information?

To update information such as name, address or credit/debit card, please log in to your account and click the “Edit” tab. Please be sure to save your changes.

My FASTPASS was denied access when trying to enter. What do I do?

Should your FASTPASS not work as you enter a parking lot or garage, you will need to make use of the standard parking & payment methods i.e., Pull a ticket at the entrance gate and upon return from your trip present the ticket and payment at the Express Park Lane or staffed exit booth. You will have to maintain your receipt to demonstrate actual parking activity. Upon exiting, show your receipt to a parking attendant. You should subsequently check your account status and/or contact parking@flymanchester.com to ensure your card will work on your next visit.

My FASTPASS card worked when I entered, but the gate would not go up when trying to exit. What do I do?

Please press the intercom button on the adjacent Express park machine in your lane and ask an attendant for assistance. If the issue with your FASTPASS cannot be resolved, you will need to proceed to a cashier and pay your parking fee by cash or credit/debit card in order to exit the lot or garage. Afterward, contact the Parking Administration office at (603) 641-5444 (M-F 8:00am to 5:00pm) or parking@flymanchester.com to ensure your account is updated with the correct information and properly activated.

How can I print a receipt from my account?

Receipts can be printed from your FASTPASS account under the “Activity” tab. This tab will show all of your parking activity. You will then be able to click “receipt” and print - **If this window does not appear, double check to make sure your computer is set to “Allow Pop-Ups.”**

How do I redeem points for Free parking?

First, log in to your frequent parker account and select “Rewards.” Next, select the garage or lot you would like to park in. Then, follow the step-by-step guide to redeem for the number of days you would like to park with your available points. Note that the system will not allow you to redeem for the garage, a particular lot or number of days if you don’t have the requisite points.

How many points are needed for one day of free parking in each lot?

Parking Area	Daily Rate	Points Needed
Lot A (Short term)	\$24.00	240
Lot C (Long Term)	\$10.00	100
Lot D (Long Term)	\$10.00	100
Parking Garage	\$17.00	170

Still have a Frequent Parker, FASTPASS question?

Contact us at parking@flymanchester.com or call (603) 641-5444 (between the hours of 8am-5pm Eastern Time, Monday - Friday).

TERMS & CONDITIONS/DISCLAIMER - MHT Frequent Parker, FASTPASS PROGRAM

Manchester-Boston Regional Airport reserves the right to modify, change or cancel the Frequent Parker FASTPASS Program at any time. FASTPASS accounts that reflect “NO” parking activity for 18 months will be considered inactive and will be deactivated. Lost/Damaged FASTPASS cards will incur a \$15.00 replacement fee, charged to the credit/debit card that is linked to your account. MHT, and/or its agents, will not be responsible for any/all charges made to your account prior to MHT being notified of the lost/stolen cards. MHT is not responsible for the accuracy of your personal or credit card information provided when setting up or editing your account. Any and all Reward Points have no cash value and are not transferrable from one account to another. Unredeemed rewards points will not be valid after 18 months or in the event of the termination of the FASTPASS Program or deactivation, cancelation or termination of your account.