



## Redmond Municipal Airport Parking Lot Disputed Charge Process

### Overview:

Redmond Municipal Airport - Roberts Field offers a paid parking facility for the convenience of our customers. The paid parking facility at the terminal is operated by SP Plus Corporation.

### Airport Parking Fees:

Effective September 1, 2013, the parking rates for all spaces at the Airport are as follows:

- \$1.00 for the first half hour, \$1.00 for the second half hour (\$2.00 for the first full hour)
- \$2.00 for each additional hour
- The daily maximum will be \$10.00
- The seventh day will be FREE

### Why Does City of Redmond Appear on My Bank Statement?

The Redmond Municipal Airport – Roberts Field is part of the City of Redmond. Therefore, charges for paid parking will appear on bank/credit card statements under the name City of Redmond.

### How Do I Dispute a Charge?

If you feel that you have been incorrectly charged, please contact the Airport Administration office within 30 days. Be prepared to provide the dates and times of parking, payment method, vehicle license plate number, your contact information and reason(s) as to why you feel the charge was incorrect.

Airport Administration staff will review your claim and provide you with an explanation of their decision. You may be contacted to provide additional information prior to a decision being made.

### When Can I Expect a Refund?

If it is determined that a refund is owed to you, a refund will be initiated within 30 days of the determination.

#### Cash Refunds

If you paid for your parking in cash, you will receive a check. Check refunds are processed by the City of Redmond and will be mailed.

#### Debit/Credit Card Refunds

All debit/credit card purchases will be refunded back to the original card on which the parking fees were paid.

### Questions/Comments?

*Airport Administration Office*  
2522 SE Jesse Butler Circle, #17  
Redmond, OR 97756  
541-504-3499  
[rdm@flyrdm.com](mailto:rdm@flyrdm.com)  
[www.flyrdm.com](http://www.flyrdm.com)