**department of port control cleveland hopkins international airport (CLE)**

**Courier/Delivery Provider Rules/Regulations. Agreement and Permit.**

The following rules and regulations have been promulgated to provide qualified Courier and Delivery Providers

with the requirements for conducting package and other non-passenger related deliveries to CLE. **Luggage pick-up and drop off is not permitted.**

**Overview:**

* Courier and Delivery Vehicles are defined as any vehicle that uses the CLE Roadways to conduct business at CLE; and will conduct such business in a designated staging area;
* Providers will be required to show a valid vehicle registration, proof of Insurance and PUCO Authority, along with providing a valid email address and phone number;
* Providers are required to register with the Ground Transportation Office located inside the Terminal at CLE on baggage claim level across from carousel # 3;
* Providers are required to have the Agreement/Permit be signed and dated by an authorized representative from one (1) of the Air Carriers or Concessionaires with which the Provider conducts business at the Airport;
* Any Provider in violation of the said rules and regulations may be subject to ticketing, towing, revocation of credentials or criminal penalties by the City of Cleveland; and
* The Department reserves the right to deny issuance of credentials to any applicants not in compliance; and reserves the right to recapture the Provider area for other uses.

**Fee/Billing/Payments**

* Providers will be assessed an annual fee of $50.00 for each registration requested;
* Fees will be calculated via the License Plate Recognition Program and will be invoiced by the 20th of the month following activity;
* In the event that contact information such as billing address, e-mail address, or phone number changes, you must notify the Ground Transportation office of the change immediately; Payments are due within thirty days of the invoice date. Payments in the form of check or money order can be mailed to the following address:

Treasurer, City of Cleveland

Bank of New York Mellon Trust

P.O. Box 70275

Cleveland, OH 44190-0275

* To pay via credit card or to set up a credit card on file for recurring payments, please contact Accounts Receivable at (216)265-6039. Please note that American Express is not accepted; Electronic Funds Transfer (EFT) is also available by request;
* In the event a payment is dishonored due to insufficient funds or otherwise, a $25.00 return fee will be assessed against your account;
* Failure to make timely payments is subject to the following penalties; Suspension/Revocation of access card; (if applicable) and
* Finance charge computed at the prime rate as established by KeyBank, Cleveland, Ohio, or such other national commercial bank as the City may reasonably designate from time to time, and in effect on the first day of the month preceding such delinquency, compounded monthly, from the date such amount is due and outstanding until payment has been made in full.