PrePark Customer Terms & Conditions

Version 1.1 | Last updated 15 September 2026

These Terms govern use of PrePark by customers booking parking. They should be read with the PrePark Cancellation, Refund, Parking Permit & Access Restrictions Policy and Privacy Notice.

1. About PrePark and these Terms

PrePark is an online marketplace that enables customers to request and book parking spaces offered by independent Hosts. PrePark provides the technology, booking, payment and support services used to facilitate a booking. Unless expressly stated otherwise, the parking space itself is supplied by the Host, not by PrePark. By creating an account, submitting a booking request or completing payment, you agree to these Terms and any policies incorporated by reference. If you do not agree, you must not use the Platform.

2. Eligibility and customer accounts

- You must be at least 18 years old and legally capable of entering into a contract.
- Account information must be accurate, current and kept secure. You are responsible for activity carried out through your account unless caused by PrePark.
- You must provide accurate vehicle and contact details where required for access, ANPR or permit purposes.
- PrePark may suspend or restrict an account where there is suspected fraud, misuse, repeated non-payment, abusive behaviour or a material breach of these Terms.

3. How a booking is formed

The standard booking flow is: customer submits a request; Host accepts; customer is invited to pay; Stripe confirms payment; the booking becomes confirmed. Submitting a request does not itself create a confirmed booking and no payment is taken at the request stage. After Host acceptance, the customer may be given a limited payment window. If payment is not completed in time, the request may expire and the space may be released.

4. Prices and the PrePark Platform Fee

The total price payable will be displayed before payment. It will normally comprise the Host parking charge plus a fixed **£2.50** PrePark Platform Fee and, where applicable, a clearly disclosed permit issue charge or refundable security deposit. Hosts set their parking charge. The **£2.50** Platform Fee is charged to the customer for access to and use of the PrePark booking platform. Any mandatory charge will be included in the total price shown before payment.

Example: Host parking charge: **£10.00** PrePark Platform Fee: **£2.50** Total payable: **£12.50**

5. Payments

Payments are processed using Stripe. PrePark does not intend to store full payment-card details. The customer authorises the relevant payment and any refund or adjustment permitted by these Terms and the applicable booking policy. A booking is not confirmed merely because the customer reaches a success page. Confirmation depends on successful payment verification through PrePark's payment systems.

6. Cancellations, refunds and no-shows

Cancellation and refund rights are governed by the current PrePark Cancellation, Refund, Parking Permit & Access Restrictions Policy shown before payment and available on the Platform. In summary, the current standard rule is that a customer cancelling more than 24 hours before the booking start time normally receives a refund of the parking charge but not the **£2.50** Platform Fee; at or within 24 hours the standard refund is **£0**. Host cancellations result in a full customer refund, including the **£2.50** Platform Fee. Statutory rights are not affected. Where a late-cancelled parking period is subsequently rebooked, PrePark may review the amount retained to avoid duplicate compensation and may make an additional refund where appropriate.

7. Parking permits, keys, fobs and access

A listing may require a physical permit, electronic permit, vehicle registration, key, fob or access card. The listing must disclose material access requirements before booking. Customers must follow reasonable instructions supplied for the booking. Where a reusable physical item is provided, a refundable security deposit may apply. Any deduction must be reasonable and linked to actual loss or replacement cost. If the Host fails to provide a required permit or access item and the space cannot reasonably be used, the customer may be entitled to a full refund.

8. Customer responsibilities

- Use only the booked space, date and times and comply with clearly communicated site rules.
- Park safely and lawfully without obstructing access, emergency routes or neighbouring property.
- Provide the correct registration number where required and display any permit as instructed.
- Do not use the space for unlawful activity, storage of hazardous goods, vehicle repairs, commercial activity

or any purpose not reasonably connected with parking unless the Host has expressly agreed.

- Remove the vehicle by the end of the booked period. Additional charges or enforcement consequences may

arise if you overstay, subject to applicable law.

9. Host information and listing accuracy

PrePark requires Hosts to provide accurate listing information and to confirm that they own the space or have legal authority to offer it. Hosts are also required to disclose known material road closures, event-day restrictions, permit zones and access limitations that may affect use of the space. PrePark may carry out checks, but a Host declaration is not a guarantee by PrePark that every listing is free from all third-party restrictions.

If a listing is materially inaccurate or the space is unavailable or inaccessible because of a Host issue, contact PrePark promptly and provide reasonable evidence where available.

10. Parking charge notices and enforcement

If you receive a parking charge or enforcement notice, notify PrePark promptly and retain the notice and supporting evidence. Responsibility will depend on the cause. A customer may be responsible where they failed to follow clear instructions; the Host may be responsible where access or permit information was wrong or not provided. PrePark may assist with evidence and dispute handling but cannot guarantee cancellation of thirdparty notices.

11. Road closures, event-day restrictions and third-party changes

Parking near stadiums, venues, transport hubs and major events may be affected by temporary road closures, police controls, event-day traffic management, resident or permit zones, one-way systems and other restrictions. Customers are responsible for checking their planned route, allowing sufficient travel time and following the Host's reasonable access instructions. A closure affecting the customer's preferred route does not automatically make the

parking space inaccessible if a reasonable alternative route remains available. If the Host knew, or reasonably should have known, that a material restriction would make the space inaccessible and failed to disclose it, PrePark may provide a full refund in accordance with the Cancellation, Refund, Parking Permit & Access Restrictions Policy. Unexpected external closures or police restrictions are reviewed on the facts of the case. A sports fixture, concert or other event may also be cancelled, postponed, relocated or moved by a third party. A change to the underlying event does not automatically cancel the parking booking. Customers should use the cancellation process as soon as they know the space is no longer required.

12. Complaints and disputes

Complaints should be raised through PrePark or by email to info@prepark.co.uk. PrePark may request photographs, messages, location information, receipts or other evidence. The Complaints & Dispute Resolution Policy explains the process.

13. Liability

Nothing in these Terms excludes or restricts liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory consumer rights that cannot be excluded. PrePark is responsible for providing the Platform with reasonable care and skill. Hosts remain responsible for the parking space they offer and for information, access and permissions relating to it. Customers remain responsible for their vehicle and for complying with booking instructions. Any liability will be assessed in accordance with applicable law and the circumstances of the particular claim.

14. Prohibited conduct

- Fraud, false identities, payment abuse or attempts to bypass PrePark payment systems.
- Harassment, discriminatory conduct, threats or abusive communications.
- Attempting to damage, interfere with or reverse engineer the Platform.
- Using another person's account without authority.
- Arranging a transaction off-platform to avoid PrePark fees after being introduced through PrePark.

15. Changes to these Terms

PrePark may update these Terms to reflect legal, regulatory, security or service changes. Material changes will be communicated where appropriate. The version applying to a booking is normally the version presented when that booking is confirmed, except where a change must apply by law.

16. Governing law

These Terms are governed by the law of England and Wales. If you are a consumer resident elsewhere in the United Kingdom, you may also have rights to bring proceedings in the courts of your home jurisdiction where applicable.

17. Contact and operator details

Website: www.prepark.co.uk

Email: info@prepark.co.uk