



International Parking Safety & Public Reporting Policy

International (Non-UK) Policy Framework

Version 0.9 • Drafted 16 September 2026

Contact: info@prepark.co.uk | Website: www.prepark.co.uk

International Parking Safety & Public Reporting Policy

Document version	0.9
Draft date	16 September 2026
Scope	All enabled non-UK markets; local law and emergency procedures prevail.
Status	Draft – not effective until market activation

Public protection

This policy is designed to protect Customers, Hosts, neighbours, pedestrians and other members of the public. A person does not need a PrePark account to report a parking issue.

1. Designated-space rule

Customers must park only in the parking space designated to the booking and must follow the Host's lawful access instructions.

Customers must not use another space merely because it appears empty.

2. No obstruction

Vehicles must not block or materially obstruct neighbouring driveways, entrances, pavements, footpaths, dropped kerbs, pedestrian routes, roads, gates, garages, emergency access, cycle routes or other vehicles.

Customers must comply with local road traffic, parking and accessibility rules even where a Host instruction suggests otherwise.

3. Reporting by members of the public

A neighbour, property owner, pedestrian or other member of the public may submit a parking report without creating a PrePark account.

Reports may include incident location, date/time, vehicle registration, description, category of issue, contact details and photographs or other evidence.

The reporting interface should warn reporters not to put themselves at risk, confront drivers unnecessarily or upload irrelevant sensitive material.

4. Evidence and privacy

Reports and evidence are private and are not published on the marketplace.

Only authorised PrePark personnel should access report evidence. Evidence should be retained only as long as reasonably necessary for investigation, safety, legal claims and regulatory obligations.

PrePark may share evidence with relevant users, insurers, legal advisers, authorities or law-enforcement only where lawful, necessary and proportionate.

5. Investigation and enforcement

A report alone does not automatically establish wrongdoing. PrePark may compare the report with booking, listing, vehicle and communication records and may seek information from the Customer or Host.

Outcomes may include no action, advice, a warning, listing restrictions, temporary account suspension or permanent closure for serious/repeated breaches.

Immediate temporary restriction may be used where necessary to manage an urgent safety, fraud or legal risk.

6. Emergencies

PrePark is not an emergency service. Where there is immediate danger, a blocked emergency route or suspected criminal conduct, reporters should contact the appropriate local emergency or enforcement authority.

PrePark may cooperate with competent authorities where legally permitted or required.

7. Malicious or false reports

Knowingly false, abusive, discriminatory or malicious reports may be rejected and may result in restrictions where the reporter is a PrePark user.

Good-faith reports will not be penalised merely because the evidence is ultimately inconclusive.