



PrePark Safety & Liability Policy

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This policy describes safety responsibilities and how PrePark approaches loss, damage and liability. It does not remove rights or liabilities that cannot lawfully be excluded.

1. Marketplace roles

PrePark provides a marketplace and booking/payment infrastructure. Hosts provide the parking spaces they list. Customers use those spaces in accordance with confirmed bookings. Each party has responsibilities relevant to safety and property.

2. Host safety responsibilities

- Take reasonable steps to ensure the parking area and normal access route are reasonably safe for the advertised use.
- Disclose material hazards or restrictions that a reasonable driver would need to know, such as narrow access, low height, steep gradients, unstable surfaces, gates or shared pedestrian areas.
- Keep access instructions accurate and avoid asking customers to park unlawfully or obstruct emergency routes.
- Ensure gates, barriers, keys, permits and access equipment offered as part of the booking are reasonably maintained and available.
- Consider whether appropriate insurance and permissions are in place for paid parking use.

3. Customer safety responsibilities

- Drive and park with reasonable care and comply with road law, signage and clear booking instructions.
- Check that the vehicle is suitable for any stated dimensions, height, weight or surface restrictions.
- Do not leave hazardous, illegal or unusually valuable items in the parking area.
- Do not carry out repairs, fuel transfers, charging or other activities not expressly permitted by the listing.
- Leave the space by the agreed end time unless an extension is confirmed.

4. Vehicle damage and personal belongings

PrePark does not operate as an insurer or vehicle custodian merely because a booking is made through the Platform. Responsibility for loss or damage depends on the facts, including whether it resulted from negligence, breach of contract, deliberate conduct or another legal cause.

Customers should report material damage promptly, take photographs where safe to do so and notify their insurer where appropriate. Hosts should preserve relevant evidence such as CCTV where lawfully available and reasonably required.

5. Theft, vandalism and criminal activity

If theft, vandalism or another crime is suspected, the affected person should contact the police where appropriate and notify PrePark. PrePark may preserve relevant account/booking records and cooperate with lawful requests from authorities.



6. Accidents and emergencies

For immediate danger or serious injury, contact the emergency services first. PrePark support should not be used as a substitute for emergency assistance.

7. Property access and residential locations

A parking booking does not give a customer permission to enter a Host's home or other private areas except where clearly necessary and expressly authorised for access to the parking service. Hosts should avoid arrangements that unnecessarily require customers to enter private residential areas.

8. EV charging and additional services

If PrePark later permits EV charging or other additional services, the listing must clearly state the equipment, price and usage rules. Hosts must only offer electrical equipment that is safe, suitable and lawfully installed. Until such functionality is expressly enabled, customers should not assume charging is included.

9. Liability limits and non-excludable rights

Nothing in this policy excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability or statutory right that cannot lawfully be excluded. Any other limit or allocation of responsibility is subject to applicable law and the circumstances of the claim.

10. Reporting a safety concern

Safety concerns should be reported to info@prepark.co.uk with the listing/booking reference and relevant evidence. PrePark may suspend a listing while a serious safety concern is reviewed.