PrePark Host Terms & Conditions

Version 1.1 | Last updated 15 September 2026

These Terms govern Hosts who list parking through PrePark. They should be read with the Host Listing & Acceptable Use Policy, Cancellation, Refund, Parking Permit & Access Restrictions Policy, Privacy Notice and HMRC Seller Reporting Notice.

1. Host relationship with PrePark

PrePark operates a marketplace that enables Hosts to advertise parking spaces and customers to request bookings. A Host remains responsible for the parking space, the accuracy of the listing, lawful authority to offer it, access arrangements and compliance with applicable restrictions. PrePark may facilitate bookings, collect customer payments through Stripe, route Host proceeds using Stripe Connect and provide customer support. Unless expressly agreed otherwise, Hosts are independent users of the Platform and are not employees, workers, agents or partners of PrePark.

2. Host eligibility and account information

- Hosts must be at least 18 years old and provide accurate identity, contact, payout and tax-related information requested by PrePark or Stripe.
- Hosts must complete Stripe Connect onboarding where required for payouts.
- Hosts must keep account, bank and contact information current and protect login credentials.
- PrePark may request further evidence where needed for safety, fraud prevention, legal compliance, tax reporting or dispute resolution.

3. Mandatory ownership and legal-authority declaration

Each listing must include a mandatory declaration confirming that the Host owns the parking space or has legal authority and all necessary permissions to offer it for paid parking through PrePark. The Host must ensure the listing does not breach any tenancy, lease, mortgage condition, managementcompany rule, planning restriction, permit scheme, local restriction or other obligation applying to the property or space. PrePark may suspend or remove a listing where ownership or authority is disputed and may request evidence.

4. Listing standards

- Provide an accurate address/location, photographs, dimensions or vehicle-size restrictions where relevant.
- Disclose access restrictions, gates, opening hours, height limits, permit requirements, ANPR registration, keys/fobs and any mobility or surface limitations that a reasonable customer would need to know.
- Disclose any known road closures, event-day traffic restrictions, resident or permit zones, police controls or other limitations that may materially affect access to the space, and provide reasonable alternative access instructions where available.
- Keep availability up to date and use the Host calendar to block unavailable periods.
- Do not list public highway space, restricted bays, third-party land or any location you do not have authority to offer.
- Do not include misleading claims, discriminatory restrictions or unlawful conditions.

5. Booking requests and Host acceptance

All standard bookings are request-based. A customer request is not confirmed until the Host accepts, the customer completes payment and payment is confirmed. Hosts should respond promptly. PrePark may set response deadlines and may suspend listings with repeated non-response. Once a Host accepts a request, the requested period may be reserved while the customer is given a limited payment window. Hosts must not accept conflicting bookings for the same space/time.

6. Host price, customer fee and payouts

The Host sets the parking price. PrePark currently charges the customer a fixed **£2.50** Platform Fee on top of the Host price. Under the standard model the Host is entitled to 100% of the parking price they set, subject to valid refunds, chargebacks, disputes, adjustments and any separately agreed terms. Payments are processed through Stripe. Where a Host has a connected Stripe account, PrePark may use destination charges or other Connect functionality to route Host proceeds. Where onboarding is incomplete, amounts may be held or recorded pending a permitted payout method.

7. Cancellations and refunds

Customer and Host cancellations are governed by the current Cancellation, Refund, Parking Permit & Access Restrictions Policy. A Host cancellation of a confirmed booking normally requires a full customer refund, including the **£2.50** PrePark Platform Fee and any refundable security deposit. Repeated Host cancellations may lead to ranking restrictions, temporary suspension or removal. If a customer cancels within the non-refundable period, the Host may retain the parking amount in accordance with the policy, subject to fairness, rebooking and any legal requirement to reduce or refund retained loss.

8. Permits, keys, fobs and deposits

Hosts must disclose any permit or access requirement before booking. A refundable security deposit may be used for reusable physical items such as permits, keys or fobs. The amount and genuine replacement cost must be disclosed in advance. Deductions must be reasonable and supported by actual loss; arbitrary penalties are not permitted.

9. Access, road closures and service delivery

The Host must ensure the space is available and reasonably accessible for the booked period and must provide any promised instructions, permit, gate code, key or registration action. Hosts must disclose known material road closures, event-day restrictions, traffic-management arrangements or access limitations before the customer pays. If a Host knew, or reasonably should have known, that a restriction would make the space inaccessible and failed to disclose it, the customer may receive a full refund and the incident may count against the Host account. An unexpected road closure or police restriction outside the Host's reasonable control will be reviewed on the circumstances. Hosts must cooperate with PrePark and provide relevant access information where a dispute arises.

10. Parking enforcement and notices

Hosts must not cause or knowingly permit an improper parking charge notice to be issued to a compliant customer. If a notice arises because the Host failed to register a vehicle or supplied incorrect instructions, the Host must reasonably cooperate to resolve it and may be responsible for resulting losses where legally appropriate.

11. Taxes and digital-platform reporting

Hosts are responsible for their own tax affairs. PrePark may be required by UK digital-platform reporting rules to collect, verify and report Host identity, transaction and income information to HMRC and to provide the Host with a copy of information reported. Reporting does not itself mean that tax is due. See the HMRC Seller Reporting Notice.

12. Off-platform transactions

A Host must not use customer details obtained through PrePark to arrange the same or related parking transaction off-platform for the purpose of avoiding PrePark fees or controls. This does not prevent normal communications needed to deliver a confirmed booking.

13. Insurance, safety and property obligations

Hosts are responsible for considering whether appropriate property, public-liability or other insurance is required and whether offering paid parking affects their policy. Hosts must take reasonable steps to keep the parking area and access route safe and disclose material hazards.

14. Reviews, complaints and investigations

PrePark may review complaints, request evidence and make reasonable decisions about refunds, deposits, listing status or account restrictions. Hosts must cooperate with genuine investigations and retain relevant messages, permit records, access instructions or photographs where a dispute arises.

15. Suspension and removal

PrePark may suspend or remove a listing or Host account for material or repeated breaches, safety concerns, fraud, disputed legal authority, misuse of customer data, repeated cancellations/non-response, failure to disclose material access restrictions, or legal/regulatory reasons. Where practicable and appropriate, PrePark will explain the reason and any route to review.

16. Liability

Nothing in these Terms excludes liability where exclusion would be unlawful. Hosts remain responsible for the condition, authority, access and delivery of their parking space. PrePark remains responsible for obligations that apply to it as the Platform operator. Liability will be assessed in accordance with applicable law and the circumstances of the claim.

17. Governing law and contact

These Terms are governed by the law of England and Wales, subject to any mandatory rights that apply.

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