PrePark Complaints & Dispute Resolution Policy

Version 1.0 | Last updated 14 September 2026

This policy explains how PrePark handles complaints and disputes involving customers, Hosts, bookings, refunds, access, permits or parking-charge notices.

1. Our approach

PrePark aims to resolve complaints fairly, promptly and on the evidence available. We will distinguish between issues caused by the Platform, the Host, the customer or a third party and will not automatically assume that one party is responsible.

2. How to complain

Email info@prepark.co.uk or use the support function in the Platform. Include the booking reference, a clear description of the problem, the outcome sought and any relevant evidence.

3. What evidence may help

- Photographs or video showing the parking space, obstruction or access issue.
- Screenshots of the listing or booking instructions.
- Messages between customer and Host.
- Permit, key or fob information.
- Parking-charge notices and appeal correspondence.
- Receipts or evidence of direct additional loss where a claim is made.

4. Response times

PrePark will normally acknowledge a complaint within 2 working days and aim to provide a substantive outcome within 10 working days. Complex cases may take longer; if so, PrePark will explain the reason and provide an updated timeframe.

5. Booking and access disputes

Where the dispute concerns whether a space was available, accurately described or accessible, PrePark may temporarily preserve relevant records, pause a disputed payout where legally and operationally possible, and ask both parties for evidence before deciding what action to take.

6. Refund disputes

PrePark will apply the Cancellation, Refund & Parking Permit Policy and any statutory rights. Admin may override an automated refund calculation where exceptional circumstances, rebooking, Host failure or applicable law justify a different outcome.

7. Permit, deposit and access-item disputes

A Host seeking a deduction for a lost, damaged or unreturned permit, key or fob must provide a reason and, where relevant, evidence of genuine replacement cost. PrePark may approve, reduce or reject the deduction and refund the balance.

8. Parking-charge notices

PrePark may help identify whether a notice arose from customer non-compliance, Host failure to register the vehicle/provide a permit, unclear instructions or another cause. Customers should not ignore formal deadlines on a parking notice while PrePark reviews the matter.

9. Review / escalation

If you disagree with the initial outcome, you may request an internal review within 14 days, explaining what you believe was overlooked or providing new evidence. A different reviewer should consider the matter where reasonably practicable.

10. External rights

This policy does not prevent either party from exercising statutory rights, contacting a relevant regulator, using an applicable alternative dispute-resolution route, or bringing a claim in court. PrePark will comply with any mandatory ADR information requirements that apply to the service.

11. Abuse of the complaints process

PrePark may limit repetitive, abusive or manifestly unreasonable communications while continuing to address any genuine unresolved issue. This will not be used to prevent valid complaints or statutory rights.

12. Contact

Complaints: info@prepark.co.uk Website: www.prepark.co.uk