



# Service Guide

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## WHAT IS NCP CAR

NCP CAR is a short-term car hire service which allows customers to enjoy the benefits of using a car without the hassle of owning one.

## WHY USE NCP CAR

### Flexible bookings

You can hire an NCP CAR 24/7, up to 2 weeks in advance or for as little as 15 minutes.

### Short-term rental

You can book all our NCP CARs in 15 minutes increments, so you aren't locked into a long booking.

### Easy pick-up and return

All our NCP CAR pick-up locations are located in NCP car parks, with designated NCP CAR bays.

### Extras are included

Congestion, clean air zone and ULEZ charges are all included. So is comprehensive insurance, 24/7 breakdown cover and refundable fuel.

### All-purpose NCP CAR app

By using our app you can apply for a membership, book a journey, unlock and lock your car, start and end your journey and then finally review us!

# WHERE IS NCP CAR LOCATED

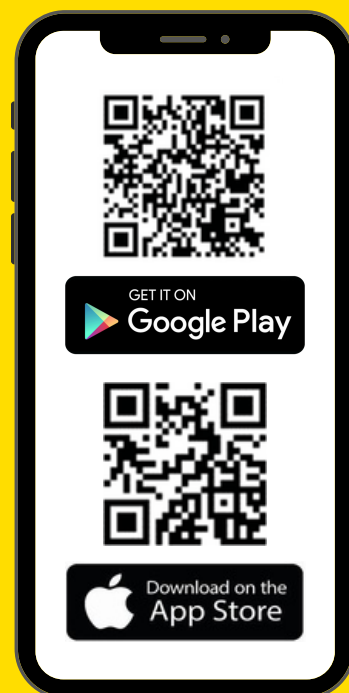
NCP CAR is located in various NCP car parks across the UK, download our NCP Car Hire app to locate your closest pick-up point.

Instructions on how to gain access to our car parks can be found in your booking confirmation email.

# NCP CAR HIRE APP

You can download the NCP Car Hire app via either the Apple app store, Google play store or by scanning the correct QR code.

- 1) Download the NCP Car Hire app from Apple App Store or Google Play Store.
- 2) Create an account and fill out the required information.
- 3) The verification process – this typically occurs within 2 business days.
- 4) Once verified, you are good to go!



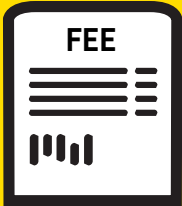
Should you require assistance during the sign up process, please call our friendly NCP CAR team on **020 8774 1224**.

Please note, NCP CAR is only available to customers over the age of 21 and under the age of 70, subject to restrictions, exclusions, and terms and conditions. You must have a permanent UK address, a valid UK drivers license which has been held for more than 24 months and a payment card in your name.



# NCP CAR FEE STRUCTURE

## MEMBERSHIP FEE (Waived till 31st May 2025)



**£6.00/month from 31st May 2025**  
and receive £6.00 free driving credit per month

## JOURNEY FEES



### Standard

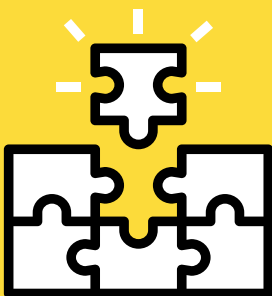
**£2.52 per 15 mins**

### Package

**£45.00/6hrs  
£75.00/24hrs**

**Additional Mileage Fee: 30p per mile**  
(For journeys over 60 miles)

## WHAT'S INCLUDED?



**Fuel and/or charging costs, 60 miles per journey**

**Congestion charges, clean air zone charges, ULEZ charges**

**Comprehensive insurance and 24/7 break down assistance**

# NCP CAR FEE STRUCTURE

## PAYMENTS

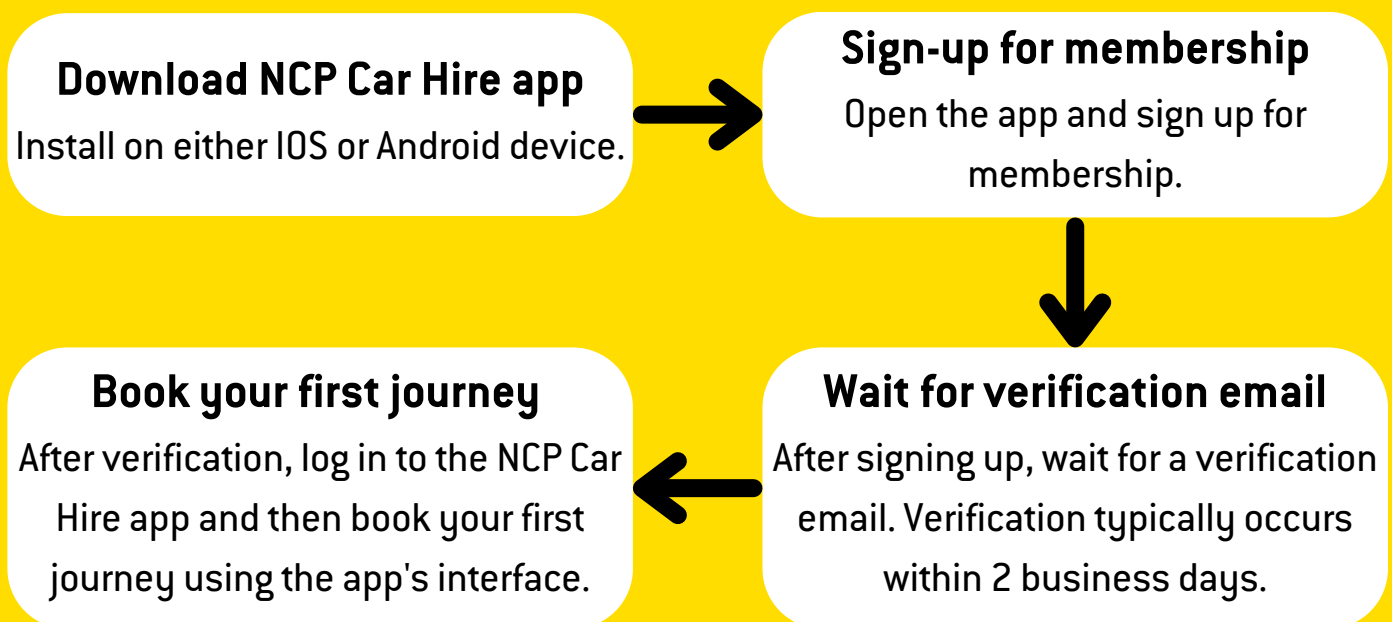
**Payment method :** Credit-card and Debit-card are accepted  
Brands : Visa, JCB, Mastercard and American Express



# NCP CAR MEMBERSHIP

## Eligibility

- Have a permanent address or residence.
- Have a valid UK Driver's license.
- Be over the age of 21 and the below the age of 70.
- Have held a Driver's license for more than 24 months.
- Have a valid Payment card under your name.



# COMMUNITY RULES



**Members should only park the vehicle in a legitimate car parking space during use.**

Make sure to pay for your parking to avoid violation and fine administration fee.



**No Pets are allowed.**

If the car is left dirty, covered with animal hair, or left with odour, you will be charged with the cost of cleaning plus the pet fee.



**Only the person who has booked the car is allowed to drive.**



**Please return the car on time - there might be a next customer waiting. Allow for extra time when you book.**



**No forms of smoking are allowed in the car including e-cigarettes and vapes.**

If traces of smoking are found in the car, such as ashes, burns or smell, you will be charged with the cost of cleaning plus the cigarette/vape fee.

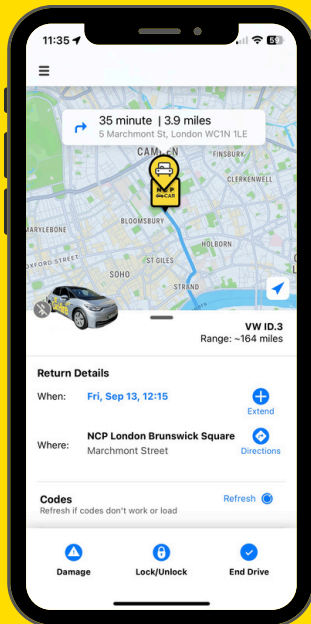
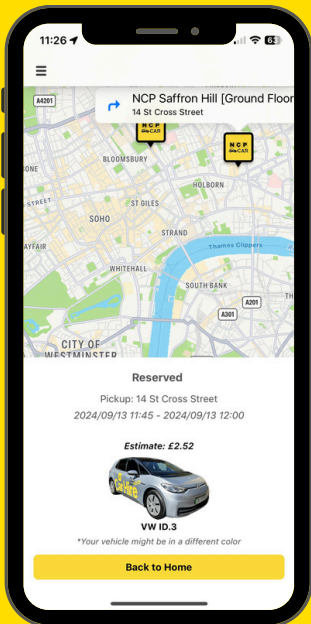
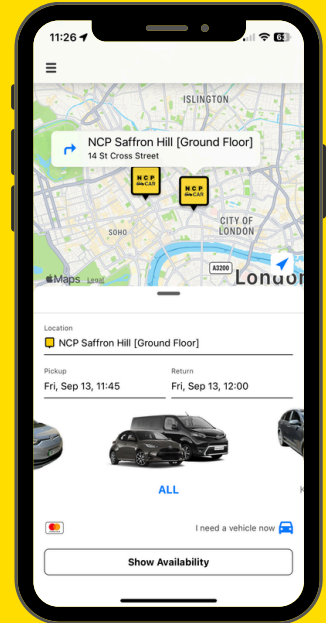
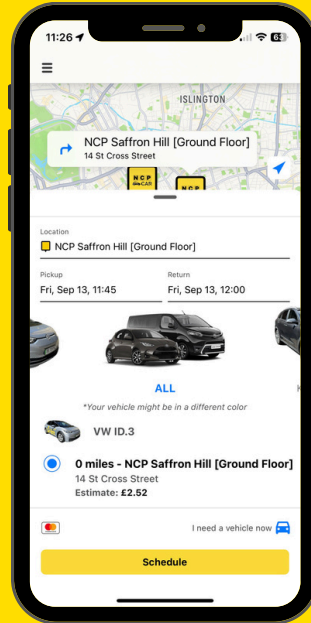


**For the next customer, please remove any rubbish such as plastic bottles, cans and coffee cups from the vehicle when you end your Journey.**

# BOOKING A CAR

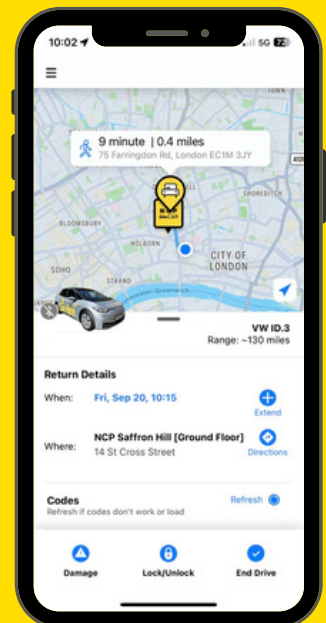
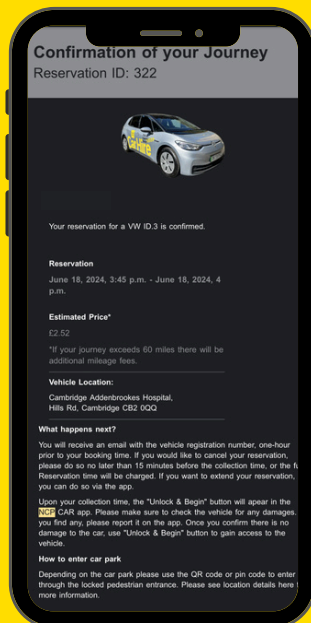
## Step 1. Choose pick-up location

Open the app and find the closest available cars to you, this will also be your pick-up/return location. Also, this is when you can select your pick-up time and return time.



## Step 2. Reserve a car

After choosing your pick-up location, car and length of journey, ensure your car is reserved.



## Step 3. Confirmation

After reserving your car, you will receive a confirmation email which has your reservation ID.



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# BEFORE YOUR DEPARTURE

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## **Store the charging cable** (if using electric cars)

Unplug the charging cord from the charging port. Roll up the cord and store it in the NCP CAR boot.

## **Check the range of the vehicle**

Check the remaining charge which can be seen on the dashboard. We strongly advise that you plan when and where you will charge the car during your journey.

If you need to refuel or charge the car, fuel and charging costs are refundable (keep the receipt or invoice of your transaction and email [support@ncpcar.co.uk](mailto:support@ncpcar.co.uk) with the proof of your transaction. Requests must be submitted within 14 days of purchase).

## **Exiting the car park**

Season Ticket can be found inside the drivers side sun visor. This is required for your entry and exit into the car park, so ensure it's placed back in the same place to avoid any additional charges after you have entered or exited the car park.

If season ticket is not found, contact us on 020 8774 1224.

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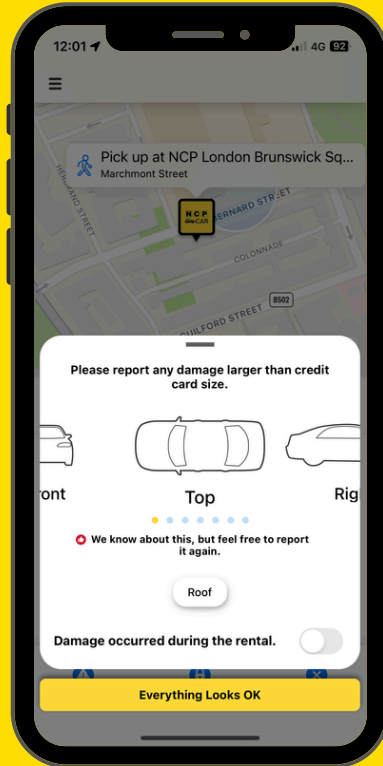
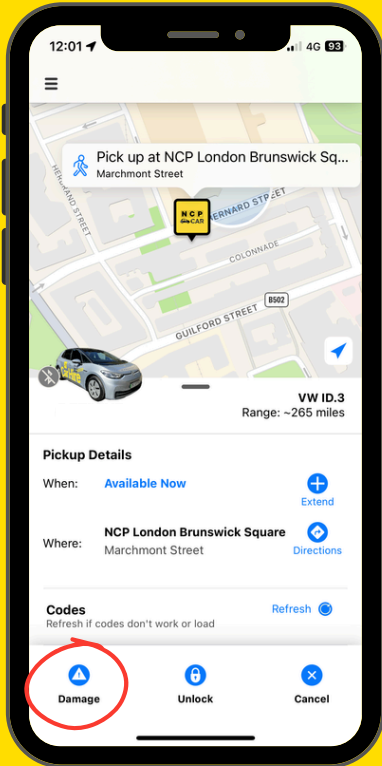
# VEHICLE CHECK

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It is the drivers responsibility to check the vehicles condition before driving.

If you are unsure if the vehicle is safe to drive or if you find any major damages such as a smashed window, call us immediately on 020 8774 1224. If you notice any minor damages such as scratches or small dents, report it to the damage report section in our NCP Car Hire app.

# DAMAGE REPORT

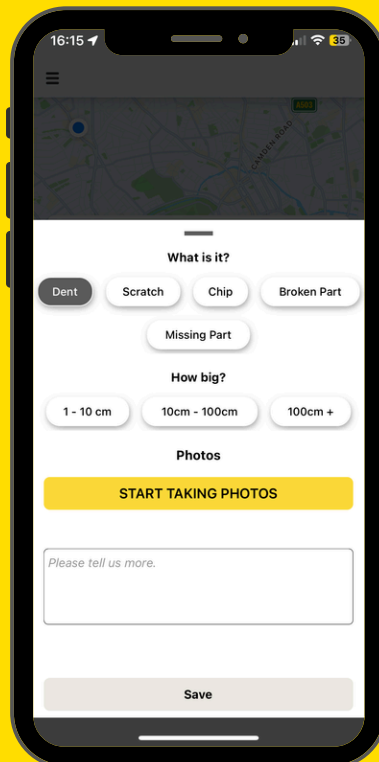


**Step 1.**  
Look inside and outside the car for any minor damages before your journey. If the car is damage free, you are good to go! If damage is found, please read the steps below.

**Step 2.**  
If damage is found, check the NCP CAR app to see if the damage has been reported.

**Step 3.**  
If the damage was not reported, report it to let the NCP CAR team know that it wasn't you.

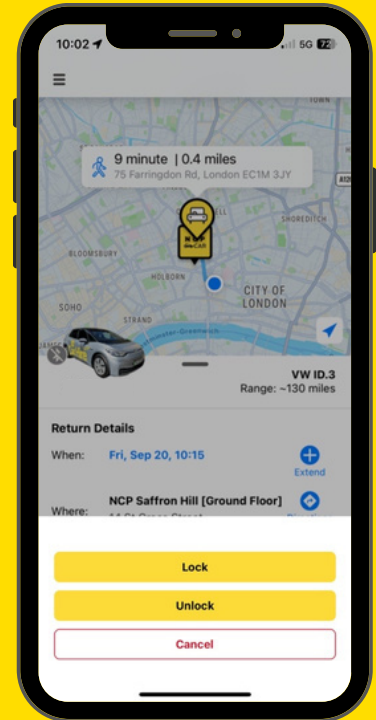
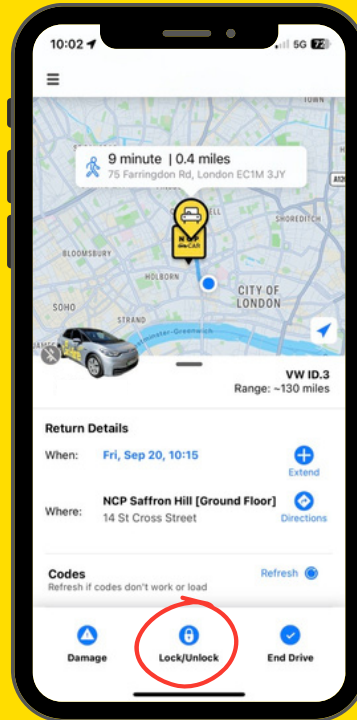
**Step 4.**  
Once reported, you're good to go!



# DURING YOUR JOURNEY

## Unlocking the vehicle

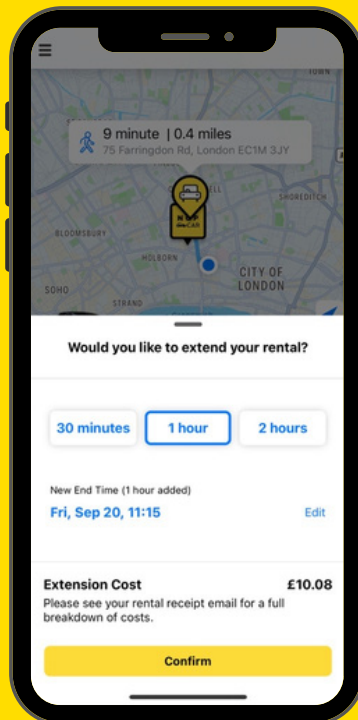
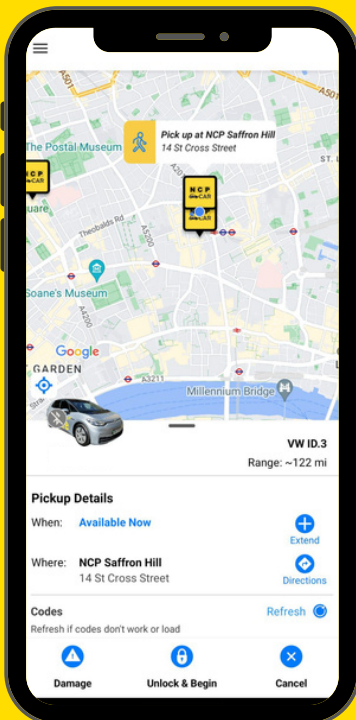
Lock and unlock the vehicle via the NCP CAR app – we are keyless!



## Running late for your booking?

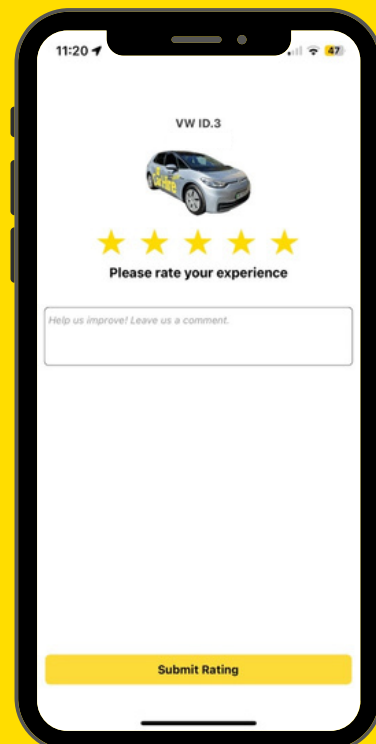
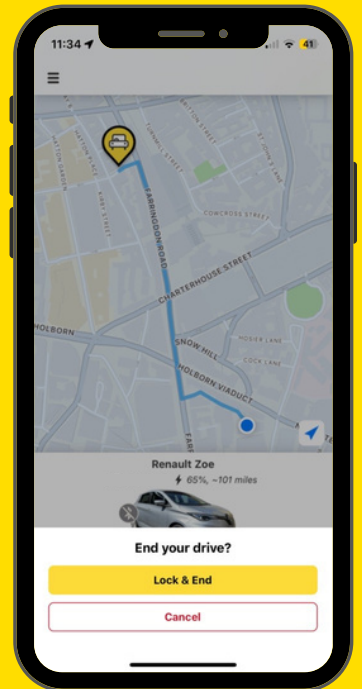
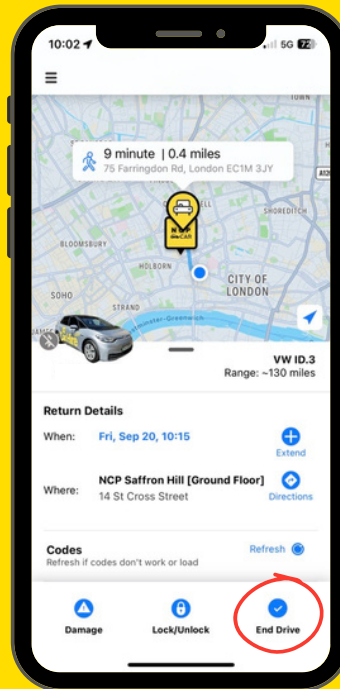
You can only extend your reservation via the NCP CAR Hire app before your booking end time.

After that you will be charged the late return fee for every hour that the vehicle is late. If you missed to extend your reservation, please call us at **02087741224** to inform your return time.



# ENDING YOUR JOURNEY

- 1** Use the season ticket to enter the car park.
- 2** Make sure to put the season ticket back to its original place for the next person who drives the car.
- 3** Check for forgotten belongings.
- 4** Make sure the car is free from any coffee cups, soft drink bottles or any rubbish.
- 5** Plug the vehicle to the charging port before ending your Journey.



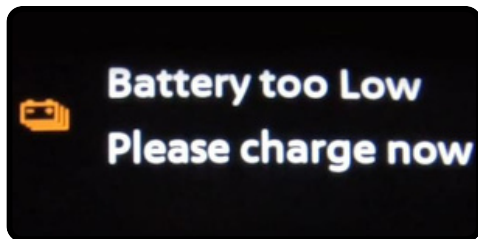
## HELP US BETTER YOUR EXPERIENCE

We're always looking to improve our customers' experience. So let us know how your journey went.

## OTHER USEFUL INFORMATION

### REFUEL/CHARGE DURING YOUR JOURNEY

You may need to refuel or charge the vehicle during longer journeys.



If you are not sure where to charge, look up nearby charging points on **Zapmap** or through the car's navigation system.

**All fuel/charging costs are refundable.** Make sure to keep a receipt or invoice of your transaction.

### FINDING SUITABLE PARKING



Only park in legal parking spaces and read all relevant parking information before parking your NCP CAR.

Users are responsible for any parking fees incurred during use.

Download our NCP Parking app to find the closest NCP car park.

### HOW TO CLAIM A REIMBURSEMENT

Send us an email at [support@ncpcar.co.uk](mailto:support@ncpcar.co.uk) with a proof of your charging transaction.

Requests must be submitted within 14 days of purchase.

# EMERGENCY CONTACTS

NCP CAR Emergency Contact Service Line: 020 8774 1225.

Call the emergency contact service line if:

You have had an accident – call 999 too if necessary.  
The car has broken down.  
You are having trouble returning the car.



## ANY FURTHER QUESTIONS?

If you have any further questions, please contact us here.

**020 8774 1224** which is only available Mon-Sun 8:30-17:30.

**[support@ncpcar.co.uk](mailto:support@ncpcar.co.uk)**

We hope you have a great journey with NCP CAR and love the product as much as we do.

Safe travels,

NCP CAR team.



