

# NCP CAR FAQ



## How can we help you?

1. [Location Details](#)
2. [General Information](#)
3. [Pricing](#)
4. [Becoming an NCP CAR member](#)
5. [Reservation](#)
6. [Before your journey](#)
7. [During your journey](#)
8. [Ending your journey](#)
9. [Regarding your account](#)
10. [Other issues](#)
11. [Business Account holder](#)

# 1. Location Details

<b>Q:</b>	Where is the pick-up/return location?
A:	Please see following links for location details  1) <a href="#">NCP London Saffron hill [Ground Floor]</a>  2) <a href="#">NCP London Brunswick</a>  3) <a href="#">NCP Bristol St. James Barton</a>  4) <a href="#">NCP Cambridge Addenbrookes Hospital</a>

## 2. General Information

<b>Q:</b>	<b>What is NCP CAR?</b>
<b>A:</b>	NCP CAR is a short-term car rental service that you can rent from 15min. Unlike a traditional car rental, you can reserve and start driving a car through our app.

<b>Q:</b>	<b>How long can I reserve the vehicle?</b>
<b>A:</b>	Reservations can be made from 15min to 4 days.

<b>Q:</b>	<b>Contact Centre opening hours</b>
<b>A:</b>	Accident & Breakdown support: 24/7 General enquiry line: Mon-Sun 8:30am-5:30pm Please check our FAQs before contacting us

## 3. Pricing

<b>Q:</b>	<b>Price</b>
<b>A:</b>	Monthly Membership Fee: £6.00 Standard: £2.52 per 15 minutes Package: £45.00/6hrs, £75.00/24hrs Additional Milage Fee: 30p per mile for journeys over 60 miles

<b>Q:</b>	<b>What's included?</b>
<b>A:</b>	Fuel and/or charging costs, 60 miles per journey, Congestion charges, Clear air zone charges, ULEZ charges, Comprehensive insurance and 24/7 break down assistance

<b>Q:</b>	<b>Can I park the car for free?</b>
<b>A:</b>	Parking fee is only covered at the pickup/return location. If you park elsewhere during the reservation, you are liable for the costs, and any enforcement action that arises from non-payment.

<b>Q:</b>	<b>Do I need to pay for EV charging cost?</b>
A:	Please send or forward receipt to <a href="mailto:support@ncpcar.uk">support@ncpcar.uk</a> if you fill the fuel/charge one of our cars. We will reimburse the cost of the fuel.

<b>Q:</b>	<b>When is the Membership Fee charged?</b>
A:	Membership fees will be charged in the first business day of every month.

<b>Q:</b>	<b>What is Driving Credit?</b>
A:	The membership fee you pay will be used as a driving credit towards any journeys that you take during the month. The driving credit cannot be carried over to the next month if not used.

<b>Q:</b>	<b>When are Additional Mileage Fee incurred?</b>
A:	Each reservation covers the first 60 miles of travel. Mileage more than 60 miles will be charged at 30p/mile.

<b>Q:</b>	<b>What does the insurance cover?</b>
A:	<p>When using a Vehicle, you will be provided with:</p> <ul style="list-style-type: none"> <li>a. comprehensive motor insurance cover, subject to a £1,000 (one thousand pounds) excess, which you must pay in order to make an insurance claim; and</li> <li>b. third party property damage insurance coverage with a policy limit of £50,000,000 (fifty million pounds)</li> </ul> <p>You may not be covered by the insurance policies if you:</p> <ul style="list-style-type: none"> <li>a. fail to comply with the Standard Terms;</li> <li>b. use the Vehicle other than in accordance with the Standard Terms;</li> <li>c. allow any person other than you to drive or operate the Vehicle;</li> <li>d. deliberately or negligently Damage or operate Vehicle;</li> <li>e. operate a Vehicle without a valid Membership;</li> <li>f. operate a Vehicle whilst your Membership is Suspended;</li> <li>g. fail to secure the Vehicle, including by closing and locking all windows, doors, hatches, sun roofs, the bonnet and the boot;</li> <li>h. fail to notify us if the Vehicle is Lost or Damaged during a Journey as soon as possible;</li> <li>i. fail to provide us with reasonably requested information in relation to Loss or Damage;</li> <li>j. provide us with false information;</li> <li>k. any insurance exclusions; or</li> <li>l. fail to pay any amounts owing under these Standard Terms.</li> </ul> <p>For further information on the insurance requirements or policies please see our T&amp;C.</p>

## 4. Becoming an NCP CAR member

<b>Q:</b>	<b>Who can use NCP CAR?</b>
<b>A:</b>	<p>To be eligible for our service, all Members must:</p> <ul style="list-style-type: none"><li>○ hold a valid U.K. driving licence;</li><li>○ have held a full driving licence for more than 24 months;</li><li>○ have had none of the following convictions on your licence: UT50, CD40, CD50, CD60, CD70, CD71, DD40, DD60, DD80, DR10, DR20, DR30, DR31, DR40, DR50, DR60, DR61, DR70, DR80 or DR90;</li><li>○ have a permanent address;</li><li>○ be over the age of 21 and under the age of 70;</li><li>○ have had no more than two accidents or insurance claims in the last three years;</li><li>○ have had no more than two theft claims in the last three years;</li><li>○ have not been disqualified from driving for a period exceeding six months in the last three years or not be currently disqualified from driving;</li><li>○ not be a professional sports, model, or members of entertainment profession;</li><li>○ have not been disqualified for a period exceeding three months during the past year;</li><li>○ not use the Vehicle in contravention with our T&amp;C;</li><li>○ provide valid Payment Card details; and</li><li>○ have a smartphone that is compatible with the Services.</li></ul>

<b>Q:</b>	<b>How long does it take to get a new account?</b>
<b>A:</b>	We usually take 1-2 business day from receipt of application to review your account.

<b>Q:</b>	<b>I have had my driver's license for less than one year. Can I still register for a membership?</b>
<b>A:</b>	To open an NCP CAR account, you need to have held a driver's licence for a minimum of 2 years Please see the T&C for more information.

<b>Q:</b>	<b>NCP CAR Community rules</b>
<b>A:</b>	<p>These Community Rules are set to ensure that all members can use the service comfortably. Breaching these rules can subject members to violation fees and membership suspension or termination</p> <p>Community Rules</p> <ol style="list-style-type: none"><li>1) Members are responsible for parking fees and contraventions during use.</li><li>2) No pets are allowed. If the vehicle is left dirty, smelly, or covered with animal hair, the member will be charged with cleaning fees.</li><li>3) Only the member who booked the vehicle is allowed to drive it.</li><li>4) Please ensure the reservation made covers the duration of your intended journey.</li><li>5) No form of smoking is allowed in the vehicle including e-cigarettes and vapes. If evidence of smoking is found in the vehicle, cleaning and violation fees will be charged to the member.</li><li>6) Please ensure you remove all rubbish from the vehicle and ensure it is clean and tidy at the end of your session.</li></ol>

## 5. Reservation

<b>Q:</b>	<b>How to make a reservation?</b>
<b>A:</b>	Reservations can only be made through the app. From the home screen of the app, select "Location", "Pickup time", "Return time", and choose vehicle type from the options, then tap "Show availability". If you select "ALL", all available vehicles will be shown, and you can select your preferred vehicle type and tap "Schedule" to reserve the vehicle.

<b>Q:</b>	<b>When can I make a reservation?</b>
<b>A:</b>	Reservations can be made two weeks in advance but should be made no less than 15 minutes before your intended required start time.

<b>Q:</b>	<b>Can I choose the type of car when I make a reservation?</b>
<b>A:</b>	You can select the vehicle type from the reservation screen when making a reservation.

<b>Q:</b>	<b>Can another passenger drive the car?</b>
<b>A:</b>	Currently, only the member who made the reservation is allowed to drive the car.

<b>Q:</b>	<b>Can I rent a child car seat?</b>
<b>A:</b>	Currently, child car seats are not available for rent. You are required to bring legally required car seats when travelling with children.

<b>Q:</b>	<b>Can the vehicle to be returned to a different location?</b>
<b>A:</b>	Unfortunately, we do not offer one-way rentals. Please return the vehicle to the designated bay at the car park where it was picked up. Journeys cannot be ended outside of the pick-up location.

<b>Q:</b>	<b>Can I change the type of vehicle after making the reservation?</b>
<b>A:</b>	To change the vehicle type after a booking has been made, you will need to cancel and re-book with the new vehicle type.

<b>Q:</b>	<b>Can I change my reservation time?</b>
<b>A:</b>	You can change the end time of your reservation, but not the start time. If you want to change the start time of your reservation, please cancel your reservation and re-book it with new start time.

<b>Q:</b>	<b>Can I cancel my reservation?</b>
<b>A:</b>	Yes - it is free of charge if cancelled more than 15 minutes before the start of the reservation. From 15 minutes before the start time, the full session will be charged, even if the "cancel" button is pressed. (e.g., if you have a reservation starting at 10:00 a.m., you can cancel for free until 9:44 a.m. From 9:45 a.m., you will be charged for the entire reservation time, even if you press the "Cancel" button).

<b>Q:</b>	<b>How can I enter the car park to collect the car I booked?</b>
<b>A:</b>	You can find the Instructions and access credentials on the Journey Confirmation email.

## 6. Before your journey

<b>Q:</b>	<b>What is a damage check? What do I need to do before departure?</b>
<b>A:</b>	<p>A damage check is your opportunity to ensure the vehicle is in roadworthy condition prior to departure. It is the driver's responsibility to verify this. The vehicle will be available 5-10 minutes before your reservation starts, so you can complete the check without impacting your session.</p> <p>Minor damage should be reported through the app. This is a damage, which is larger than the size of a credit card, but with which the vehicle can still be driven safely and comfortably.</p> <p>If the vehicle is not available, or if you are not satisfied that the vehicle is roadworthy, please call our contact centre on 02087741224.</p> <p>Please see our T&amp;C for further details, including a checklist.</p>

<b>Q:</b>	<b>Can I leave the charging cable at the parking?</b>
<b>A:</b>	After removing the charging cable from the vehicle and charging port, please store it in the boot of the vehicle.

<b>Q:</b>	<b>How can I check the remaining charge level and mileage?</b>
<b>A:</b>	The remaining charge level of the electric vehicle can be confirmed on the dashboard or navigation system.

<b>Q:</b>	<b>When you find something in the vehicle</b>
<b>A:</b>	If you find any items left behind in the vehicle you use, please store them in the glove box or boot of the vehicle and contact our contact centre at 02087741224, Mon-Sun 8:30am-5:30pm.

<b>Q:</b>	<b>How do I exit the car park?</b>
<b>A:</b>	For barriered car parks, drive to the exit and insert the yellow card provided (inside the driver's sun visor) into the barrier.



<b>Q:</b>	<b>It is time for my reservation, but the reservation is not activated.</b>
<b>A:</b>	We apologise for the inconvenience, but please call us at 02087741224.

<b>Q:</b>	<b>It is time for my reservation, but I cannot find the car I booked.</b>
<b>A:</b>	We apologise for the inconvenience, but please check to see if the vehicle is parked in another nearby bay. If you still cannot find it, please call our contact centre at 02087741224. *Please note that the Accident & Breakdown helpline will not be able to assist you.

<b>Q:</b>	<b>I can't get out the car park /There is no yellow card in the car.</b>
<b>A:</b>	Press the intercom at the exit of the car park and tell the operator that you are using NCP CAR. Please tell them your name and the license plate of your vehicle and they will allow exit.

## 7. During your journey

<b>Q:</b>	<b>What should I do if I cannot return the car at the scheduled time?</b>
<b>A:</b>	Journey extensions can be made in the app. If you are running late to return by your scheduled return time, please extend it as soon as possible. Please note that if you didn't extend your reservation by your scheduled return time, you will be charged with the late return fee.  *It may not be possible to extend the period from the app depending on availability of reservations. Please try a shorter reservation period or contact our contact centre at 02087741224.

<b>Q:</b>	<b>I drove in the bus lane or received a parking ticket. What should I do?</b>
<b>A:</b>	Once we receive your PCN ticket from the authorities, we will transfer the ticket to you. Please wait for the ticket to arrive.

<b>Q:</b>	<b>What should I do if I had an accident?</b>
<b>A:</b>	In the event of an accident, please call the Accident & Breakdown helpline immediately on 02087741225.

<b>Q:</b>	<b>What should I do if the car runs low on fuel or charging level?</b>
<b>A:</b>	You can fill the fuel or recharge any time during your reservation. If you need help finding a charging station, download Zapmap, or use Google map to find the closest location.  You can request a reimbursement of the cost when you fill the fuel/charge one of our cars during your reservation. Please send or forward receipt to <a href="mailto:support@ncpcar.uk">support@ncpcar.uk</a>

## 8. Ending your journey

<b>Q:</b>	<b>Do I need to plug the vehicle to the charging port?</b>
<b>A:</b>	Yes, please plug the charging cable to the vehicle and charging port before ending your journey. Call our Contact Centre if you forgot to plug the vehicle.

<b>Q:</b>	<b>How do I end my journey?</b>
<b>A:</b>	App > End Drive > Lock & End *If you are unable to end your journey (session), please lock the car by clicking Lock button and press the End Drive button to end the session.

## 9. Regarding your account

<b>Q:</b>	<b>I forgot my password, what should I do?</b>
<b>A:</b>	Please reset your password from the "Forgot Password".

<b>Q:</b>	<b>What should I do if I forget something in the vehicle</b>
<b>A:</b>	Please call our contact centre at 02087741224.

<b>Q:</b>	<b>I cannot log in to my account.</b>
<b>A:</b>	Please try resetting your password. Apps > Forgot Password

<b>Q:</b>	<b>How can I update my driver's licence?</b>
<b>A:</b>	You can update your driver's license through the app when your driver's license expires. If you are not able to update your driver's license through the app, please contact us on 0208 7741224

<b>Q:</b>	<b>Change/add a payment method to my account</b>
<b>A:</b>	In the app, select the 'Payments & Promos' option and click 'Add Card'. Follow the steps to add your new card - this card needs to be selected as the default card before removing the original. To remove a card, select the pencil icon next to the card. Note: We can only accept payments with credit or debit card.

<b>Q:</b>	<b>Can I use a different named credit card than my driver's license.</b>
<b>A:</b>	We can only accept payment cards that are registered to the account holder.

<b>Q:</b>	<b>How do I delete my account?</b>
<b>A:</b>	For account deletion, you can request it by the app or calling our contact centre at 02087741224.

## 10. Other issues

<b>Q:</b>	<b>Engine will not start.</b>
<b>A:</b>	As a security measure the engine will not start if there has been a delay more than 2 minutes after unlocking the vehicle. To rectify this, lock and unlock the vehicle using the app and attempt to start the engine again.

<b>Q:</b>	<b>I can't start or end the journey via the app.</b>
<b>A:</b>	Please try closing the app once and opening it again. After pressing the unlock button, it may take 2-3 minutes for the door to open depending on the signal conditions and other factors.  In case of emergency, please call our call centre at 02087741224.

<b>Q:</b>	<b>A warning light appears on the dashboard of my car. What should I do?</b>
<b>A:</b>	When driving the car, please be sure to inspect the car yourself for any abnormalities. If you find any abnormality, do not get in the car and contact the call centre 02087741224 immediately.

<b>Q:</b>	<b>The doors will not open, and I'm stuck inside of the car.</b>
<b>A:</b>	<p>&lt;If the driver or passenger door does not open&gt; There may be a malfunction please contact our contact centre on 02087741225.</p> <p>&lt;If the rear door does not open&gt; The child lock may be activated. If the child locks are activated, the door cannot be opened from inside the car. Try opening it from the outside. If the door cannot be opened from either the inside or outside of the vehicle, please contact our contact centre.</p> <p>What is a child lock? A child lock is a safety system that locks the door so that it cannot be opened from the inside of the car to prevent accidents caused by children in the car. It can be locked mainly by a small switch attached to the edge of the door."</p>

Q:	After returning the car, I realised that I forgot to close the windows.
A:	Please contact the call centre on 02087741224.

## 11. Business Account holder

Q:	I am a business member, how I can open a personal account?
A:	To open a personal account, login to your NCP CAR account and follow the seps below. <ol style="list-style-type: none"><li>1. Visit <a href="#">NCP CAR</a> to switch your account to personal account</li><li>2. Add payment method to your personal account</li><li>3. Since your application has been approved, you can reserve cars right away.</li></ol>