

# FAREWELL FOR NOW

At NCP CAR, we're always looking ahead, evolving, and adapting to provide our customers with the best possible experience.

After careful consideration, we have decided to focus on innovations and improved solutions that align with our future vision. As a result, we will be **discontinuing NCP Car Hire effective March 31st 2025.**

Thank you to all our customers for being part of this wonderful journey. We look forward to sharing what's next!

**The NCP CAR Team.**

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# FREQUENTLY ASKED QUESTIONS

## WHY IS THIS PRODUCT/SERVICE BEING DISCONTINUED?

We're always looking ahead, evolving, and adapting to bring you the best possible experience. After careful evaluation, we have decided to discontinue this service due to business strategy changes.

## WHEN WILL THE PRODUCT/SERVICE OFFICIALLY BE DISCONTINUED?

The service will be discontinued on the **31st of March 2025**. After this date, you will no longer be able to use the service.

## WHAT WILL HAPPEN TO MY CURRENT ACCOUNT AFTER THE DISCONTINUATION DATE?

Your account will remain active until the **30th of April 2025**. After this date, access will be terminated.

## CAN I CONTINUE USING THE SERVICE UNTIL THE END DATE?

Yes, you can continue using it until the **31st of March 2025** as long as the reservation is made before or on the **13th of March 2025**. After the **13th of March 2025**, you will no longer be able to make a reservation.



# FREQUENTLY ASKED QUESTIONS

## **WILL I STILL HAVE ACCESS TO MY DATA OR PAST TRANSACTIONS?**

You have access to the app until the **30th of April 2025**. However, we strongly advise you to save receipts before this date as it will not be retrievable afterwards.

## **HOW LONG WILL CUSTOMER SUPPORT BE AVAILABLE FOR THIS PRODUCT/SERVICE?**

NCP CAR customer support will be available until the **30th of June 2025**. After this date, we will no longer provide assistance for this product/service.

## **WILL I STILL BE CHARGED AFTER THE DISCONTINUATION DATE?**

We will contact you if we receive any violation or fined incurred by you during your journey.

## **HOW WILL YOU NOTIFY ME OF ANY UPDATES REGARDING THIS CHANGE?**

We will keep you informed via email and website if there is any updates. Please ensure your contact details are up to date.

# FREQUENTLY ASKED QUESTIONS

## WHO CAN I CONTACT IF I HAVE FURTHER QUESTIONS?

You can reach out to our support team at [support@ncpcar.uk](mailto:support@ncpcar.uk) for any additional inquiries.

This is open until the **30 of June 2025**.