



# JustPark FAQs

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# Operations FAQs



## **I have security concerns on opening up the carpark to the public**

We do everything we can to make our service as secure as possible . All JustPark drivers have to provide a credit card verified billing address and valid contact details before payment.

## **What is required from us?**

All we ask is for the basic information about your site as well as the availability your spaces. We manage all the onboarding requirements and day to day operations, meaning no additional work for anyone onsite at the church.

# Operations FAQs



## **What if a JustPark driver has issues on site whilst parking?**

Our Mon- Sun customer support service are the drivers first port of call should there be an issue at any JustPark Space. In addition you will have access to our operations team who are on hand to make any amendments to your listings and help with any queries you may have.

## **Are we the first churches you've worked with?**

No, we work with churches up and down the country who have been using JustPark to gain additional revenue successfully for years now.

# Operations FAQs



## **What if we open up the carpark and people park there who haven't booked with JustPark?**

You will have full access to an online portal showing details of historic and live bookings. The data will give you visibility of exactly who is in your carpark at any given time. We also monitor all the reviews from our listings regularly. Should it be flagged that we have drivers who are unable to park as other non JustPark users are parking in the spaces already then we can arrange for our enforcement partners to implement foot patrols. However, this is often not necessary and only needed in some circumstance.

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**We use all of our space on Sundays for our congregation. Is this a problem?**

No not at all. We can set the availability of the spaces around your needs. Not available for JustPark drivers on a Sunday? No problem. Car park closed overnight, so spaces only available in the day time, absolutely fine!

**How can we change/ amend our availability or space numbers?**

Our client operations team are on hand to action changes to your listing that you wish to make. You have full flexibility.

# Commercial FAQs



## **Are there any upfront costs to working with JustPark?**

We do everything we can to make our service as secure as possible . All JustPark drivers have to provide a credit card verified billing address and valid contact details before payment.

## **What is the commercial model?**

JustPark is a marketplace. We have a large driver base who are looking for affordable and accessible parking. By listing your Churches spaces on JustPark you will benefit from our drivers who would not have known they could park there without using our app. As a result JustPark take a percentage of the parking revenue generate. We retain 30% of the parking charges and you will receive the majority 70%.

# Commercial FAQs



## How do we receive the payment?

You will receive the payments on a monthly basis on the 10th working day of each month to your chosen bank account. You will also receive a remittance with a full breakdown of all transactions

## Who sets the pricing for the parking?

We have a team who will analyse pricing and demand in the area and they will set a competitive and reasonable price.