



**ALDERLEY PARK**  
53° 16' 46" N 002° 14' 12" W

# Alderley Park Liftshare Policy

## 1. Alderley Park Liftshare Scheme

Alderley Park is launching the Alderley Park Liftshare scheme. Alderley Park Liftshare scheme offers customers the choice of an alternative commute with flexibility, the ability to split costs, and access to priority parking in the form of Liftshare Bays.

## 2. Joining Alderley Park Liftshare

- 1) Go to [alderleypark.liftshare.com](http://alderleypark.liftshare.com) (www. is not required)
- 2) Join using either your work or personal email address
- 3) Apply the authorisation password (contact [travel@alderleypark.co.uk](mailto:travel@alderleypark.co.uk) for the password)
- 4) [Verify your Liftshare account](#) via the activation email sent to your work email address

## 3. Starting your Liftshare journey

- 1) Sign in to [alderleypark.liftshare.com](http://alderleypark.liftshare.com) (www. is not required)
- 2) Create a welcoming Liftshare profile; adding a profile picture and a bio about yourself
- 3) Add your 'regular' or 'one-off' journeys as a driver, a passenger, or both
- 4) You have found a match! As a passenger 'ask to share' the journey, as the driver message the passenger about the 'offered lift'
- 5) Once the [driver has accepted the request to share](#) from the passenger, a Liftshare team has been created and a unique parking permit generated

## 4. Share and authenticate your journey to access the Liftshare bays

The 11 Liftshare bays are located in Radnor multi storey car park, ground floor nearest the restaurant; the bays will be clearly marked.

The Liftshare bays are exclusively available to Liftshare teams.

- 1) Download and print your [parking permit](#) from your Liftshare account
- 2) Download the free '[Liftshare App](#)' to communicate and authenticate your shared journey!
- 3) You've picked up your passenger, before you set off make sure you authenticate your journey
  - a. Open the Liftshare App
  - b. Select 'Authenticate your trip'
  - c. The driver must select 'I'm the driver' – this will display a QR code  
The passenger must select 'I'm the passenger' – this will display a camera
  - d. The passenger scans the drivers QR code on the phone
  - e. Success! You've authenticated your trip

4) Put your phones away and start your journey with your Liftshare team

5) Display your [printed parking permit](#) on your dashboard and have a great day at work Liftsharing is completely flexible. You do not need to share every day, but you will only be able to use the Liftshare Bays on the days you are sharing your journey to work with a member of your team.

Any misuse of the Liftshare Bays (i.e. single occupancy vehicles parking in them) will be monitored. Misuse of the bays may result in parking restrictions.

For further information and support with using the Alderley Park Liftshare scheme, please contact [travel@alderleypark.co.uk](mailto:travel@alderleypark.co.uk) or call 07341773692

### 5. The Alderley Park Quarterly Reward Scheme:

All members of the Liftshare scheme that authenticate the number of shared journeys within a quarter will be rewarded with the following:

No. of Shared Journeys*	Category	Reward
10 shares	Bronze	A coffee
25 shares	Silver	A coffee and a lunch voucher worth £5
50 shares	Gold	A coffee, lunch voucher and you'll be entered into a prize draw* to win a £25 voucher.

\*Terms of the prize draw are on the homepage

For further information about the Alderley Park Quarterly Reward Scheme contact [travel@alderleypark.co.uk](mailto:travel@alderleypark.co.uk) or call 07341773692

### 6. Guaranteed Ride Home Scheme:

The Guaranteed Ride Home (GRH) scheme is provided to ensure that members of Alderley Park Liftshare can get home in the event of a home or family emergency, illness or a sudden change in the work schedule of either the liftshare team driver or passenger during the working day.

Under the GRH scheme, if a Liftshare team passenger is not able to share the journey home due to exceptional circumstances, and no practical alternative route home is available for them, they can book transport for the journey home from their usual working premises by contacting [travel@alderleypark.co.uk](mailto:travel@alderleypark.co.uk) (this inbox is monitored throughout the working day)

**To use the Guaranteed Ride Home scheme the following conditions must all be met:**

- 1) You must be a registered member of the Alderley Park Liftshare scheme and you must have formed a Liftshare team. A Liftshare team is a team of 2 or more people that have searched, matched, and confirmed as sharing a journey;
- 2) You must have already travelled from home to work as a Liftshare team passenger on the day you wish to use the Guaranteed Ride Home;
- 3) You must be unable to share your journey from work to your home address as a Liftshare team passenger due to exceptional circumstances.

**Valid reasons for using the Guaranteed Ride Home include the following:**

- A home emergency (reported burglary, fire, flood etc.) requiring your immediate attendance;
- Personal illness or illness/injury of an immediate family member requiring your immediate attendance;
- An unforeseen work reason (certified by your Line Manager) which means you must stay at work for significantly longer than arranged to do unexpected business critical work;
- The unavailability of the driver for any of the above reasons at or within 30 minutes of the normal return home time; or
- The unexpected breakdown of, or accidental damage to, the Liftshare team driver's vehicle that renders it unavailable for use at or within 30 minutes of the normal return home time.

You are not eligible to apply if the circumstances could have been anticipated and planned for.

**The following rules also apply:**

- 1) A stranded Liftshare team passenger may ONLY use the GRH scheme for journeys directly from their usual work premises to their home address.** However, an intermediate stop (maximum duration 10 minutes) is permitted if it relates to the emergency. For example, you may stop on the way home to pick up your child from school or from a designated carer. In extreme situations, the passenger may be taken directly to the hospital to see an ill/injured family member.
- 2) The GRH scheme does not apply to the Liftshare team driver.** In the case of a personal emergency or delay finishing work, the driver is expected to use his/her own vehicle to return home. If the unavailability of the vehicle is due to breakdown or involvement in an accident, the driver is expected to make his/her own arrangements to retrieve it and return home.
- 3) Liftshare team passengers will not be reimbursed under the GRH scheme in a non-emergency situation.** Non-emergency situations include, but are not limited to, the following:
  - Previously scheduled medical appointments
  - Personal errands
  - Working late other than at a manager's request
  - Business journeys
  - Early office closure, for example due to extreme weather conditions, or building evacuation. In these circumstances, it is expected that the driver and any other car sharers will all leave at the same time and, therefore, can still car share.
- 4) You cannot claim for the journey from your home to work.**
- 5) If more than one passenger in a Liftshare team arrangement needs a GRH by taxi they should share one taxi ride home.**

**Procedure:**

The procedure for if your Liftshare team driver is unable to get you home is as follows:

- a) Check with any other Liftshare team members what, if any, arrangements they are making to get home - you may be able to share their lift/taxi home;
- b) Consider other options for getting home (i.e. using public transport).

Once you have explored all the above options, please follow this procedure:

**Contact [travel@alderleypark.co.uk](mailto:travel@alderleypark.co.uk) to make a Guaranteed Ride Home request.**

Arrangements will be made by a member of Alderley Park Ltd staff to book the ride home and will confirm by email to you.

For further information on the Guaranteed Ride Home Scheme, please contact [travel@alderleypark.co.uk](mailto:travel@alderleypark.co.uk)