

Frequently Asked Questions

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All you need to know about car-sharing

> What is car-sharing?

Car-sharing is when there is more than one occupant in a private car. We all share cars regularly, with our friends and family, without thinking about it. But there are often times when a driver has empty seats in the car simply because they don't know of anyone who needs a lift.

Liftshare enables organised car-sharing by connecting people travelling in the same direction so they can arrange to travel together and share the costs, whilst reducing congestion and pollution at the same time.

> How can I get involved?

The service is available to anyone over 18, commuters, students, football supporters, festival goers, tourists, employees - anyone!

Joining the scheme is simple and completely **FREE**. All you have to do is [register](#) your details and then activate your account. You do this by clicking on the link that we send to you on the account activation email.

Once you've registered your journey, the database searches for possible matches. When you have found a suitable match, you can then contact the member (s) using our internal messaging system.

> What are the benefits of sharing a car?

If you're a driver, by sharing your car you can split the cost of your journey and reduce your carbon footprint.

- Traffic jams cost the UK economy £5 billion every year in lost productivity
- There are 38 million empty car seats on the UK's roads every rush hour
- The average speed of traffic in London is 10 mph
- 29% of children travel to school by car
- 90% of London air pollution is caused by road traffic

Sharing a car:

- Reduces the costs of travelling
- Undercuts the cost of nearly all forms of transport
- Cuts congestion and pollution
- Reduces parking problems
- Is a great way of networking, meeting new colleagues and making new friends

If half of UK motorists received a lift one day a week, congestion and pollution would be reduced by 10% and traffic jams by 20%.

> When can I share a car?

Because of the organisation involved, car-sharing is most appropriate for pre-planned or regular journeys, including:

- Getting to and from work
- Getting to and from university
- Travelling to a festival, big event or show
- Going to the match at the weekend
- Doing the weekly shop
- Getting the children to school
- Or simply visiting friends

But you can also search for traveling companions for one-off journeys to anywhere in the country.

> What are the costs of car-sharing?

We suggest that drivers and passengers [share the cost of fuel](#). Please note that drivers **should not make a profit** from sharing a car because in most countries this may invalidate their insurance. If you have any concerns please contact your insurance company directly.

> What are the legal and insurance implications of car-sharing?

The Public Passenger Vehicle Act (1981 Section 1(4)) outlines the rules that govern car-sharing. Passenger contributions should be arranged before travel and should not exceed the running costs (including wear and depreciation) of the vehicle for the trip. Liftshare's [savings calculator](#) can assist in working out an appropriate sum of money to compensate your fellow sharer(s).

In most countries, insurers state that car-sharing won't affect an individual's car insurance e.g. the Association of British Insurers clearly states that car-sharing won't affect the insurance of their members so long as a profit isn't made:

"Giving Lifts - All ABI motor insurers have agreed that if your passengers contribute towards your running costs your insurance cover will not be affected, as long as lifts are given in a vehicle seating eight passengers or less. This agreement does not apply if you make a profit from payments received or if carrying passengers is your business." (Source: ABI 2012)

Over 300 insurance providers are members of the ABI, accounting for about 95% of the motor insurance market in the UK. Drivers with any concerns, however, should check with their own insurance company as terms and conditions may vary between insurance providers over time.

If you wish to contact your insurer in relation to your personal policy, you can use our [letter template](#).

> Do I need a car to car-share?

No, many people are happy to offer lifts in exchange for sharing the fuel costs. On the Liftshare network you can register your journey as "seeking a lift" if you don't have a car. If you cycle or walk to work, it's always good to find a car-share partner just in case one day you need a lift.

> How can I find a car-share partner?

Just sign on to the Liftshare system and search for a match! Remember to do regular searches-thousands of members join in the national network weekly, so the more you search the more likely you are to find a match! Another way of getting involved is to set up a Liftshare scheme for your company, community or organisation . To find out more please visit [www.liftshare.com/business](#)

> What are the chances of finding a perfect match to my requirements?

The award-winning Liftshare software has been specifically designed to help you find the best possible journey-match, and tens of thousands of members have succeeded in finding lift-sharers through the system.

If, however, you're having difficulty in finding a match, we suggest that you look for a travelling companion for part of your journey and do the rest on public transport.

> How to be a good car-share partner!

Like any successful relationship, car-sharing requires respect, good communication and a little bit of give and take! Here are some top etiquette tips from our members:

- Be reliable. If you agree to meet at 8am, be there at 8am. Especially if you're sharing a commute. People often have very little flexibility before they end up being late for work.
- Communication is key. If you are going to be unavoidably delayed, let your sharer know (as far in advance as possible).
- Flexibility is important too though. Sometimes you or your sharer will unexpectedly have to stay a bit late at work – but warn each other whenever you think this might be the case.
- Want to eat in the car? Just check your driver/passenger doesn't mind before you unwrap that burger!
- Don't assume that everyone loves ACDC or Wagner. You both need to be comfortable with the music on your journey(s), so discuss your preferences. Most people will have an area of shared taste.
- If the car is yours:
 - Keep it acceptably clean
 - Drive considerately
 - Make your passenger(s) feel welcome
- If you're the passenger:
 - Ask before adjusting the controls (e.g. radio or air con)
 - Don't smoke without checking it's ok
 - Offer to pay before being asked. Money can be an awkward topic. It's easiest to agree contributions (and when payment(s) will take place) in advance.
- Be willing to meet before your first share if your driver/passenger feels more comfortable doing that.
- It can appear unfriendly if you spend the journey on your mobile, chatting to friends or making business calls. And it can be distracting to the driver too.
- Some people are great first thing in the morning; others need time to acclimatise themselves to the new day! Be sensitive about your car-share partner's preferences for silence or chat (as they should be about yours).
- Always reply to any requests to share that you receive from other members. Even if you don't need to share with them now, you may do in the future. And it's only courteous to respond to someone who's taken the time to get in touch with you!

Your Liftshare account

> I can't activate my account

When you register we send an activation email to the address you registered with. Unfortunately, this sometimes ends up in Junk/Spam folders. So please check there first; if you still haven't received it please [click here](#) to request the activation email again.

If you received the email but the link didn't work, copy the activation code at the bottom of the email, sign in to your account and then paste the code into the activation code box.

> I can't access my account

The system isn't recognising my log in details, make sure you have entered the same email address that you registered with.

Check the password you're using is correct ([click here for a password reset email](#))

Your sign-in details are case sensitive- please ensure you're using the same case (capitals and non-capitals) that you registered with.

Are you having problems viewing/using our site? Please [follow this link](#) for some helpful advice.

> I've forgotten my password

[Click here](#) to request a password reset email this will be sent to the email account you registered with make sure you enter the correct email address.

> I need to update my details as they have changed

Just go to your 'Settings' page and change the details you need to. If you change your email address, you'll need to re-activate your account. All you need to do is click the link in the activation mail which we'll send to your new email address.

[Settings](#)

> I need to delete my journey

Do you know that you can also hide your journey? Even if you are not currently looking to share, you can still leave your journey registered so you don't need to add it again at a later date. Simply go to 'Journeys' and Select "edit" and "hide journey".

If you no longer make that journey, you can delete it by going to 'Journeys' and Select the "delete" link.

[Journeys](#)

> I would like to delete my Liftshare account

To delete your account, go to 'Settings' scroll to the bottom of the page, select 'Remove my account' all your details will then be removed from the database immediately.

Removing your account because you're no longer making your journey? Rather than deleting your whole account you could update your details to a new journey or use your account to find car-sharers for one-off journeys.

Also, if you haven't managed to find a match for your journey then don't give up! We have thousands of new members joining the national network all the time and registering their journeys. It's worth keeping your options open and checking your account regularly to see if any new matches have registered. It's free so you have nothing to lose.

[Settings](#)

> I have sent requests to share, but haven't had any replies

Liftshare endeavours to keep members' details as up-to-date as possible and prompts users to maintain their accounts- but obviously this is not something we can control. We also encourage you to respond to share requests even if you're not interested.

Quick Tips

- Ensure your journey is still active
- Give members plenty of time to respond as they may not check their Liftshare or email accounts regularly
- If there is a telephone number to use, try that
- Re-search and try to make contact with someone else

> Why has no one contacted me?

As Liftshare is only a matching service, it's important that members are proactive in their search and regularly [sign-in](#) to look for a match. With over 200 members joining the nationwide network on a daily basis, even if there isn't anyone suitable to share with initially, there probably will be in the coming weeks. Don't forget to search regularly and invite other members to share.

> I can't set up a BUDI team

A BUDI team is when two or more people are Car sharing. Ensure that you have sent a share request to the person you wish to BUDI up with. Once they have replied and you are sharing your journey, in your contacts tab click on the question 'Are you sharing?' and answer 'Yes', You will both be added into a BUDI team.

If you are still having difficulty please email [support@liftshare.com](#) who will be happy to help.

> My permit hasn't arrived/how do I get my permit?

If your company is offering parking permits for car-sharers these are issued according to your schemes policy. In most cases permits are usually issued automatically when you create a BUDI team.

If you haven't received a parking permit or would like more information on permits, you'll need to get in touch with your Liftshare Scheme Manager. To do this, go to '[Contacts](#)' and send a message to your Liftshare Scheme Manager. (at the bottom of the page)

Safety and Trust

> How safe is car sharing?

The safety of our members is a priority for Liftshare and we have made our website as secure as we can. All members' details are stored securely in the database and only members intended travel information can be accessed online.

When it comes to travelling, every member is responsible for his or her own safety. However, we do recommend that members follow some simple security measures outlined below:

- Avoid exchanging home addresses with your travelling companion before you meet them
- Arrange to meet in a public place
- Inform a friend or family member of whom you will be travelling with, when and to where
- Make sure you show each other your IDs - staff passes, passports, or driving licences - so you know you're travelling with the right person
- You are under no obligation to go ahead with any car-share. If you have any doubts about your travelling companion, for any reason, you should avoid travelling with them
- Please look at our [safety page](#) for more advice

For more information about safety and security of personal information please read [Terms and Conditions](#) and the [Privacy Policy](#).

> Will my e-mail address be visible to other users?

No, your email address is kept hidden at all times. The only information that is visible to other users is your 'usually called' name and the journey details you added.

> Is it possible to find a travelling companion of the same sex?

Yes, through our public groups you can join all male or female car-sharing schemes.

> Where should I arrange to meet my car-share partner?

We recommend that you meet your potential car-share partner at a public place, close to public transport connections if possible so that alternative transport options are available should the lift fall through. We advise members not to meet at a home address for security reasons.

> What happens if my car-share arrangement falls through?

Liftshare is solely a journey matching service and cannot be held responsible for any journeys that don't work out as planned. Likewise, the drivers and passengers who register their journeys with us are under no legal obligation to their travelling companions or to Liftshare to make any journeys.

However, we hope that if plans change and journeys can't be made, that all affected parties will be contacted and forewarned with appropriate notice, this is only courteous.

> What is a Private Restricted Group?

A Private Restricted Group is a group that has been created for an organisation which only certain people can join. Members who can join these groups are restricted by either email addresses or a password. Being part of a Private Restricted Group means that your initial search for a match will only check for other members of the same Restricted Group, however you can then widen your search if you wish. Being part of a Restricted Group may also mean that you are part of a Public Group because most private groups sit within regional public groups. Your journeys will only be shown to people in the same private group as you unless you choose otherwise.

> What is a Public Group?

A Public Group is available for anyone to join, it has no restriction. These are often regional/county schemes, such as CarshareDevon.com, which are available for everyone in the area to use for free.

> Can someone under 18 (a minor) use the site?

To create a profile on Liftshare and have access to our services, you must be over 18 years old. However, we understand there are particular circumstances in which a minor can get a lift without being accompanied by an adult or legal guardian.

If this is the case, the parents (or legal guardians) of the minor can make a booking directly from their profile. However, it is essential to inform the driver and ask for their approval beforehand to make sure they accept to give a minor a lift.

It is also necessary that the parents (legal guardians) or the driver have the appropriate safety equipment (a child seat or a booster) depending on the child's age and size, in accordance with the law.

[Click here](#) to access a document to print in two copies and to be signed by both parties.

> What is the scheme's Privacy Policy?

> Information on how we use cookies

Contact us / send us feedback

- [General enquiries](#)
- [Report an error](#)
- [Other](#)
- [I work for an organisation interested in having a Liftshare scheme.](#)

What members say

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