



SAFETY, RECOVERY AND PAYMENT

Breakdown and Recovery Policy

The steps dealers and drivers must follow when a vehicle cannot safely continue its journey.

Breakdown and Recovery Policy

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Safety first: Move away from live traffic where possible, use the vehicle's safety equipment appropriately and call 999 if there is immediate danger. Do not use the app while driving.

1. When this policy applies

This policy applies after collection when a vehicle breaks down, becomes unsafe, is involved in an incident or cannot reasonably complete the MotorRelay run.

2. Driver's immediate steps

The driver must stop as safely as possible, protect themselves and others, and report the issue through MotorRelay once safely parked. The report should describe the problem, confirm the driver's safety, request recovery if needed, and include photographs where safe. The report records a timestamp and location from the active journey.

3. Communication

The report appears in the run chat so the dealer and driver share one timestamped record. The driver must keep reasonable contact, preserve keys and documents, and must not authorise repairs, towing or extra cost unless necessary for immediate safety or approved by the dealer.

4. Dealer's responsibility

The dealer is responsible for deciding and arranging suitable recovery for its vehicle unless another written arrangement applies. Before confirming recovery dispatch, MotorRelay shows that verified driver waiting is charged at £18 per hour. The dealer must provide accurate recovery details and avoid unreasonable delay.

5. Waiting time

Waiting starts from the recorded breakdown report or other verified time accepted by MotorRelay. It ends when the recovery vehicle takes custody, the driver is released by an agreed instruction, or another verified endpoint applies. Completed waiting minutes are paid at 30 pence per minute, equal to £18 per hour. A verified wait of less than one complete minute has no extra waiting charge.

6. Recovery handover evidence

When recovery arrives, the driver must use the recovery collection option and upload a clear photograph or other requested proof. The record should show the vehicle or recovery handover without unnecessarily identifying bystanders. The timestamp supports the waiting calculation.

7. Journey distance and driver payment

Payment is processed by Stripe. Driver payout is transferred after the run's completion conditions are satisfied. The completed distance is based on the recorded live-location route up to the breakdown point, not a straight-line estimate. Payment uses the run's existing pricing model: the applicable base amount is retained first, with the remaining drive-away mileage priced under the agreed per-mile rate, currently £1.70 per mile where that rate applies. The calculation is capped so uncompleted journey mileage is not paid as if completed.

The final driver amount may include the applicable base amount, earned route mileage, verified waiting time and any approved expense. The dealer sees the breakdown location, route completed, waiting duration and calculation before approving payout and completing the run.

8. Recovery destination

The dealer must identify the agreed recovery destination. Returning the vehicle to the dealer's nominated location does not mean the original delivery was completed. The run record will show that the movement ended through recovery.

9. Disagreement or missing evidence

If the distance, waiting endpoint, condition or responsibility is disputed, the payout may be paused under the Disputes and Claims Policy. MotorRelay may use location records, chat timestamps, photographs and recovery documents to reach a decision.

10. Misuse

False breakdown reports, fabricated evidence, deliberate delay or pressure to bypass the recorded process may result in non-payment, repayment, account restriction or referral to an insurer or authority.

11. Contact

For non-emergency help, use the run chat or email support@motorrelay.com. Call 999 where there is immediate danger.