MotorRelay

RULES FOR COMPLETING VEHICLE MOVEMENTS

Driver Terms

Clear responsibilities for drivers before accepting a run, while a vehicle is in their care and until delivery and payment are complete.

Draft for legal review

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Before publication: These terms should be approved by a UK solicitor, particularly the provisions about working status, insurance, responsibility for vehicle loss or damage, direct Stripe payments and account restriction. Read these Driver Terms with the Terms and Conditions and Privacy Policy.

1. About these Driver Terms

These terms apply when a driver uses MotorRelay to find, accept or complete a vehicle movement. “Driver” includes a sole trader or driving business using the account. A “run” is a collection and delivery arranged through MotorRelay.

These Driver Terms add to the Terms and Conditions. If they conflict on a matter specifically concerning drivers, these Driver Terms apply. Nothing here removes a right that cannot legally be excluded.

2. MotorRelay’s role

MotorRelay provides a marketplace where dealers advertise runs and eligible drivers apply. The dealer chooses the driver. Once selected, the driver agrees with the dealer to complete that run on the details shown.

MotorRelay supports checks, messages, journey records, evidence and Stripe payment initiation. MotorRelay does not own the vehicle, employ the driver, provide motor insurance, hold driver payments as escrow or guarantee that a run will be available.

3. Independent working and legal status

Drivers use MotorRelay on an independent basis. They may choose whether to apply for available runs, are not guaranteed work, may work for other businesses and are responsible for their own business costs and tax affairs.

A description in a contract does not decide employment status. Status depends on the law and how the relationship works in practice. Nothing in these terms is intended to take away employment or worker rights that a driver has under the law.

4. Who may drive

A driver must be at least 18, complete MotorRelay’s checks and keep all required information current. Throughout each run, the driver must have:

- a valid driving licence with the correct categories;
- insurance suitable for paid vehicle movement, custody and the chosen transport method;
- any lawful trade plates needed for a drive-away movement;

- a roadworthy and legally permitted transporter or trailer where one is used;
- the right to work or operate their business as required by law; and
- an active account and payout method in their own or their business's correct details.

Passing a check does not replace the driver's duty to remain legally entitled, insured and safe for every run.

5. Choosing and applying for runs

Before applying, the driver must review the vehicle, route, timing, collection and delivery arrangements, declared value and required transport method. The driver should apply only if they have enough lawful driving time, suitable equipment and the ability to complete the run safely.

The driver submits the amount they want to receive and may include information supporting their application. A driver may choose not to apply and may withdraw a pending application. The dealer may compare price, verification, scorecard, completed-run history and application information and is not required to choose the lowest quote. Once selected, the driver's quote becomes binding and the driver is expected to complete the run personally unless the dealer and MotorRelay approve another suitably checked and insured driver in advance.

6. Preparing for collection

The driver must plan a lawful route, allow reasonable time, confirm access arrangements and arrive fit and sufficiently rested. Before taking custody, the driver must check that the vehicle and movement can lawfully and safely proceed.

If information is missing, the location is unsafe, the vehicle appears unroadworthy or the actual circumstances materially differ from the listing, the driver must pause and contact MotorRelay. No instruction or deadline requires a driver to break the law or continue unsafely.

7. Collection inspection and evidence

Before marking a vehicle collected, the driver must complete the required inspection and submit clear, honest photographs and notes showing its visible condition, mileage and relevant warning lights. Existing damage must be recorded before movement begins.

The driver must confirm receipt of the keys and listed documents. Keys, the V5C, service history and other sensitive documents must be kept secure and not left together unnecessarily.

8. Drive-away movements

For a drive-away run, the driver must have the correct licence and suitable insurance and must use trade plates where legally required. The vehicle must be roadworthy and otherwise legal to use on the road.

The driver must not move a vehicle with a serious safety defect. If a problem becomes apparent after departure, the driver must stop somewhere safe as soon as reasonably possible and report it.

9. Transporters and trailers

A driver using a transporter or trailer must hold the correct licence entitlement and make sure the vehicle, trailer and combination are legal and roadworthy. The driver must stay within plated weights, payload, axle, towing and manufacturer limits.

The vehicle must be loaded, coupled and secured correctly using suitable equipment. Lights, tyres, brakes, breakaway equipment and load security must be checked before travel and when reasonably needed during the journey.

10. Safety and location during a run

The driver must obey road and parking laws, remain fit to drive, take necessary breaks and never use the app in a way that distracts from driving. App actions should be completed while safely parked.

The driver must start the required journey tracking and allow the location permissions explained by the app. During an active run, MotorRelay and the dealer may see live or recorded progress. Background location may continue while the app is minimised where the driver has allowed it. The Privacy Policy explains how this information is used and retained.

11. Caring for the vehicle

From collection until accepted delivery, the driver must take reasonable care of the vehicle, keys, documents and property. The vehicle must be used only to complete the agreed run and must not carry unauthorised passengers or goods.

The driver must use secure and suitable parking, avoid leaving keys unattended and take reasonable steps to prevent theft, loss or damage.

12. Delivery and completion

The driver must deliver to the agreed place and authorised recipient, complete the required inspection, photographs, mileage and notes, and obtain any required signature or handover confirmation.

Evidence must be genuine and submitted promptly. A run is not complete merely because the vehicle has arrived; the required handover and completion steps must also be finished.

13. Delays, breakdowns and incidents

The driver must promptly report a material delay, wrong address, access problem, breakdown, warning light, damage, collision, theft, police involvement or other safety concern.

In an emergency, the driver must first protect people, contact the emergency services where appropriate and follow the law. The driver must then notify MotorRelay and the dealer, preserve evidence and cooperate reasonably with recovery providers, insurers, police and any investigation.

For a breakdown after collection, MotorRelay uses the recorded live-location route up to the report time to calculate completed mileage. The normal pricing for the selected movement method applies to those completed miles, capped at the original agreed run payment. Waiting is paid at £18 per hour, calculated at 30 pence per completed minute from the breakdown report until the driver submits a recovery collection photograph. A verified wait of less than one complete minute has no extra waiting charge. The driver must submit genuine, timely collection evidence.

The driver must not admit legal responsibility, promise payment or arrange a private settlement on another party's behalf without authority.

14. Cancellation and inability to complete

A selected driver may cancel through MotorRelay without charge during the two-minute grace period shown after selection. After that grace period, the disclosed £14.99 cancellation charge must be paid through Stripe before the cancellation is completed, unless MotorRelay waives it after reviewing a genuine exceptional reason. Once completed, the driver's application is withdrawn and the run returns to the marketplace for other eligible drivers.

The driver should give notice as soon as possible and explain any genuine safety, illness, breakdown or legal issue. Repeated late or avoidable cancellations may lead to an account review. Once inspection or custody has begun, the online cancellation option is unavailable: the driver must contact MotorRelay and must not abandon the run or hand the vehicle to another person without approval. MotorRelay must help arrange a safe handover, recovery or return.

15. Driver payment, expenses and tax

The driver chooses the quoted amount before applying and should ensure it covers their expected time and ordinary costs. The accepted quote is the agreed driver charge and cannot be changed unilaterally after selection. Fuel or another expense is reimbursed only where the run allows it and the required receipt and evidence are supplied.

The driver charge is not collected before the journey. After delivery is confirmed using the required QR code or PIN and completion evidence is submitted, the dealer pays the accepted charge through Stripe. Stripe processes the payment for the driver's connected account. MotorRelay does not collect or hold the driver's money as escrow and does not operate a payout-release or 24-hour holding period. Stripe or the driver's bank may delay availability while carrying out checks or processing the transfer.

Stripe may require its own checks. Drivers are responsible for tax, National Insurance, VAT and records that apply to them. MotorRelay may have to collect and report seller and payment information to HMRC.

16. Insurance, damage and claims

The driver must arrange insurance that actually covers paid vehicle movement, custody, the transport method, the relevant vehicles and any declared value limits. MotorRelay's review of a document is not insurance advice and does not guarantee that an insurer will accept a claim.

Responsibility for loss, damage or an excess depends on the facts, the law, the agreement for the run and the relevant insurance. MotorRelay will not decide that a driver is responsible solely because an allegation was made. The driver must provide truthful evidence and cooperate with a fair review.

17. Conduct, privacy and honest use

Drivers must communicate professionally and must not harass, discriminate, threaten, provide false documents or evidence, manipulate location, conceal damage, share accounts or misuse personal information.

Collection and delivery addresses, contact details and vehicle information may be used only for the run or where the law requires. A driver must not move a MotorRelay-introduced run off the platform to avoid agreed fees or safeguards.

18. Complaints, damage and insurance matters

A driver may complain about MotorRelay’s own service under the Complaints Handling Policy. MotorRelay does not decide liability for vehicle damage, insurance cover or policy excesses. Because MotorRelay does not collect or hold the driver's money before delivery, it does not operate a payment-hold or payout-release process while the dealer and driver disagree.

The driver should communicate promptly with the dealer, preserve photographs, inspections, location records and messages, and notify the appropriate insurer or broker. The dealer's obligation to pay an accepted quote after confirmed delivery is not automatically removed by an allegation. MotorRelay may preserve and provide relevant platform records where lawful, correct a platform or payment-processing error, and cooperate with insurers, payment providers, police, courts or regulators. Drivers keep any right to seek independent legal advice or another lawful remedy.

19. Account restriction or closure

MotorRelay may restrict or close a driver account where reasonably necessary because of false information, invalid licensing or insurance, fraud, a serious safety concern, abusive conduct, repeated serious failures, security risk or a legal requirement.

MotorRelay will normally explain the reason and provide a way to request review. Immediate action may be needed to protect people, vehicles, evidence or payments. Account closure does not remove an earned payment or an existing legal responsibility.

20. Responsibility when things go wrong

Each driver remains responsible for their own conduct, legal compliance, equipment, insurance and promises for a run. MotorRelay is responsible for loss that is a reasonably foreseeable result of MotorRelay breaking its terms or failing to use reasonable care and skill.

Nothing excludes responsibility for death or personal injury caused by negligence, fraud, fraudulent statements or anything else that cannot lawfully be excluded.

21. Changes, law and contact

MotorRelay may update these terms for legal, safety, security or service reasons. Reasonable advance notice of a material change will be given where practicable. A change will not remove a payment already earned or rewrite an agreed run retrospectively unless the law requires it or the affected parties agree.

These terms are governed by the law of England and Wales, subject to any mandatory rights that apply. Questions and support requests can be sent to support@motorrelay.com.