

FAQs



For Guests

How does Zyppyz work?

Zyppyz is a marketplace platform which connects the school community (“Guests”) with residents (“Hosts”) for the purpose of leasing their driveway for either drop-off, pick-up and all day.

How much will the App cost to access?

The Zyppyz web-based App will be free to access so you may view listings with ease. There are no hidden download or registration fees.

What are the booking options?

The Zyppyz platform allows for a multitude of booking options grouped into two categories: Custom Date Range and Subscription bookings.

What is a Custom booking?

A Custom booking is an option whereby the Guest may select a specific date range to book a driveway location.

How does a Subscription work?

A Subscription is an ongoing booking for a driveway that automatically renews every week until either the Guest or Host cancels.

What are the payment options?

Zyppyz uses a payment gateway system so that your private payment details are always secure and protected. For the Beta Pilot phase, only major credit cards will be accepted with the view to introduce other payment facilities in the full release.

Why is it necessary for me to provide my vehicle details?

The Guest will be expected to provide details of the make, model and registration of their vehicle to the Zyppyz platform. This information will be communicated to the Host so that the correct vehicle is always using the driveway. This provides peace of mind to the Host that the correct Zyppyz user is parked on their property and it builds trust between users to ensure honest interactions on the platform.

What if I need to overstay the time limit?

Whilst we require all users to adhere to the time limit stipulated by the Host, we do understand there will be times that you will need to stay longer at school drop-off or pick-up. Such is the life of a parent! If you foresee that you are going to need some extra time, it is really important that you make arrangements in advance with the Host. We encourage all Zyppyz users to be respectful of each other and communication is key.

Zyppyz has an in-app messaging chat function to allow for the parties to communicate without the exchange of personal information. You may request more time and make arrangements with the Host directly as required.

Can I receive a refund if my child is away sick from school and I don't use the driveway location?

We are parents ourselves and we totally understand that from time to time kids get sick! Depending on the situation and provided that the Zyppyz Refund policy specifics are met, you are able to obtain a partial refund if you need to cancel your booking for that day. On the condition that you give 12 hours' notice to Zyppyz in writing by emailing support@zyppyz.com, we absolutely can arrange for a refund (excluding transaction fees). We ask for this Notice to allow enough time for the Host to relist the booking and secure another Guest for that booking.

What happens if someone else is parked in my booked location?

Unfortunately, from time to time, these things can happen. You may lodge an Incident Request by emailing us and we will do our best to find out what has occurred. In order to assist us, we would appreciate you giving us some information on the vehicle parked, if possible, a photo of the registration plate and vehicle. Refunds will be issued provided that the incident is lodged and complies with our Terms & Conditions. In the meantime, you may select another location to book.

How is each party protected?

All Guests are required to have a valid registration for their vehicle and insurance. Similarly, we require all Hosts have the relevant insurance cover for their property, which includes Public Liability insurance. More information is outlined in Zyppyz Terms & Conditions.

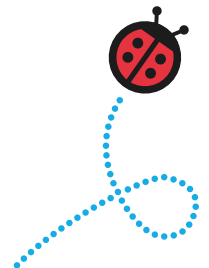
What if there aren't any parking spots available at my school?

Very soon we will have a notification alert for any new driveway locations that are listed in a school zone to keep you in the loop with new spaces. In the meantime, we encourage guests to check the Zyppyz web-app from time to time as new listings are coming on board (and they won't last long!).

We also ask you to email us with details of the school you'd like to park at and we can actively put the word out to find you a Host.

Special Note: A message about safety around school zones.

The first and most important message we'd like all Zyppyz Guests to remember is safety. Please don't forget you are accessing a pedestrian footpath with your vehicle to enter your booked driveway. Zyppyz strongly encourages all Guests to beep your horn to notify pedestrians that a vehicle is reversing and always proceed with extreme caution when entering and exiting a driveway.



FAQs



For Hosts

How do I create a listing?

Creating a listing for your driveway with Zyppyz is eazy peazy! Firstly, sign up and create a Zyppyz profile. Then, head over to the Listings tab and enter the details of your driveway, a photo, your availability, a fee per slot and/or all day (a Zyppyz “slot” is defined as either a drop-off or a pick-up) and any special instructions. Don’t forget to let us know where to send your earnings and that’s it!

How much should I list my driveway for?

Zyppyz allows each Host to nominate their own listing fee on a slot basis and/or a daily rate. Of course, we ask that you reasonably consider what fee a guest may be happy to pay for your driveway. Think of Zyppyz as your own little business. In order to keep your driveway leased, you will need to consider a reasonable fee.

If you’d like to alter your fee, you may edit your listing at any time, but remember that any ongoing bookings will continue at the rate initially booked until end date.

We encourage Zyppyz Hosts to consider factors such as proximity to school gate, whether the space is undercover and width of driveway etc. which may add value to a driveway location.

Why do I have to offer a minimum of 45 minutes at drop-off and pick-up?

As every school is different, so is every family. The App has a pre-loaded time frame of 8.00am – 9.30am for drop-off and 2.30pm – 4.00pm for pick up – a Host must offer a minimum of 45 minutes during these time slots for use by a Guest.

Many schools have staggered drop-off and pick-up times (usually 15 minutes apart) for different age groups. A 45-minute time allowance provides ample time for a parent with multiple young children of varying ages to complete the school run. Although, many other Guests may require even less time depending on the family’s needs.

If I list my driveway, are other drivers alerted that I am not home?

Definitely not! Many Hosts have garages where their vehicles are parked all the time and their driveways almost always stay empty. Also, many people work from home and others don’t even own a car. There is no real way for anybody to tell if you are home or not.

There are also security measures we have implemented to keep all of our Host’s details private. Your residential address is not publicly displayed within your listing and Zyppyz guests will not be advised of your full address until they have paid for the driveway booking. Zyppyz also undertakes internal verification processes on all our users to ensure the safety of our community.

Can I select who parks in my driveway?

Absolutely. You will be notified when every Guest has applied for a booking in your driveway and you are able to accept or decline each application. All Custom bookings will have an end date and Subscription bookings will show up as “ongoing”. You may select which application suits your availability and the guest that is right for you.

Can I have multiple vehicle bookings at the one time?

Zyppyz prohibits multiple bookings at the one time to avoid being blocked in a driveway. For this reason, one Host may only accommodate one Guest during a booking period. All parking locations must be accessible during the advertised times and Hosts must be able to provide exclusivity for that period. If you have a property with two specific driveway access points, please contact the Zyppyz Support Team so we may assist.

Please also remember that blocking any footpath is illegal and fines may be issued so we ask that all users are respectful of this.

What if I need to cancel my booking as I need my driveway?

We can totally appreciate that life can be uncertain and plans can change. We ask that you provide minimum 12 hours’ notice to Zyppyz in writing via support@zyppyz.com, and we can arrange for a refund to your Guest on your behalf (subject to our Terms & Conditions).

How and when do I receive my earnings?

Zyppyz provides a managed parking solution and takes all the stress out of managing your driveway. Managing your earnings is no different, we remit your earnings in a hassle-free and timely manner.

Host’s earnings are deposited into your nominated bank account weekly for a Subscription booking and fortnightly for a Custom booking. Please keep in mind that you may need to allow up to 3 working days after this period for the banks to do their thing and transfer funds. This additional timing may also vary between banking institutions.

How much is it to register and get my listing live?

Zero! Yep, that’s right. Nada! Nothing! In fact, do not pay any fees to Zyppyz to use the platform. When the Host lists their Parking Fee, Zyppyz will then add their Service Fee. We then advertise the listing on your behalf with both fees combined.

The Zyppyz Service Fee is 18% which covers management of the App, GST and our administration fees.

Who can list their parking spot with Zyppyz?

Anybody who lives in close proximity to a school zone can list their driveway. This location may be driveway, a car port or any designated parking within their property boundaries.

To view the Zyppyz Terms and Conditions, please head to www.zyppyz.com or if you have further queries, please send us an email to support@zyppyz.com so we can assist.