

Gatwick Car Share Scheme FAQs

- Who can join the Car Share Scheme?

All Gatwick staff can join, including GAL employees, retailers, contractors, and airline crews.

- How do I join?

If you have a @gatwickairport.com email → download the Mobilityways app or go to the Mobilityways website and register directly.

If you don't → complete the Car Share Registration Form (<https://forms.office.com/e/2TAdqtZM06>). The ID Centre will verify your details before you're invited to join.

- What if I don't have a Gatwick email address?

You'll need to complete the registration form and have your details verified by the ID Centre. Once approved, you'll receive a personalised invite to activate your account.

- How do I find someone to car share with?

Once registered, enter your commute details into the app. You'll be matched with colleagues who live near you and work similar shifts. You can message them through the app and agree to car share together by forming a Car Share Team.

- I am not a driver, and I don't own a car can I still use the app?

Yes, you can add your journey as a driver, passenger or both.

- Do I have to car share every day?

No. You can car share as often as it works for you — daily, weekly, or occasionally.

- How do I access the dedicated car share bays?

If your allocated home car park has available car share only bays, you may use them on the days that you carshare to work. You need to make sure you authenticate your journey in the app every time you travel together and display your printed Car Share Permit on your dashboard.

- Can I still park in normal staff bays?

Yes. If you're a car sharer but don't want to use the dedicated bays, you can continue using your normal staff parking bay.

- What happens if I park in a Car Share bay incorrectly?

First time: You'll receive a warning, and your authorised signatory will be informed.

Second time: You'll lose your parking rights, and your line manager / signatory will be informed.

- Do I need special insurance?

Drivers are responsible for ensuring their insurance covers car sharing. Most policies do allow it, but please check with your insurer.

- What about company cars (e.g. Tusker)?

If you drive a company car, you must check and follow HR and insurance rules before car sharing.

- Is Gatwick liable if something happens while I'm car sharing?

No. Car sharing is voluntary and outside your employment duties. GAL does not vet users, nor does it check driving licences or insurance.

- What if my car share partner cancels or I have an emergency?

We're also providing a Guaranteed Ride Home option for emergencies. Please check the eligibility criteria before using this option.

- Is my data safe?

Yes. All data is managed securely by Mobilityways in line with GDPR. Gatwick does not access personal information.

- Who do I contact if I have a problem?

For app/registration queries: staff.travel@gatwickairport.com

For parking/bay queries: staffparking@gatwickairport.com