

Frequently Asked Questions (FAQ)

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Account Setup

Q: How do I finish setting up my account?

A: If you do not finish setting up your account in one setting, you need to click on the link on the email you received to verify your email. This link will take you back to the registration page.

Q: I am having difficulty activating my Premium Membership.

A: To setup premium membership, you need to insert your name in Account Settings, and then select “save” at the bottom of the screen. Then, screen will refresh and then you must read and sign the “Additional Terms”. Once you sign, then you must go back to Account Settings and choose the premium membership plan.

Owner Dashboard

Owner Profile Page

Q: What information is displayed on my profile page?

A:

- All active and archived listings
- Contact information
- Series Entered
- Description (information you want drivers to know about you)
- Saved Vehicles
- Photos
- Videos (*if you have Premium Membership or Team Premium Membership)

*Note: if you have Team Premium Membership, your profile page will be accessible under Team Search bar.

Q: Where may I make changes to my profile?

A:

- Changes to profile are made through the “Edit Profile” button
- You can preview your Owner page with the ‘View Profile As Guest’ button.

Owner Account Settings

Q: What is available in Account Settings?

A:

- Change your email and/or password
- Opt in or out for email notifications from Race Prime
- You can change your current membership plan. If moving from Basic Account to a Premium Account

or Team Premium Account, please make sure a payment method is selected first.

- Bank Account and Payment Methods are added in this section

*Note: Account Settings can be accessed from either the dashboard or from the menu bar.

Owner Ride Options

Q: Why can't I, as an owner, delete a ride I created?

A: If a ride has been reserved, it cannot be deleted.

Q: Why can't I, as an owner, edit a ride I created?

A: If a ride has been reserved, it cannot be edited.

Q: Why can't I create a new ride?

A: Make sure you are not exceeding the allowed number of listings. A Premium subscription gives you up to 5 active ride listings at a time while a Team Premium subscription allows unlimited ride listings.

A: If you have Basic membership, you may only have one active ride listing at a time.

Q: Why does my ride show archived?

A: Once the end date has passed, a listing is archived.

Driver Dashboard

Driver Profile Page

Q: What information is displayed on my profile page?

A:

- Contact information
- Biography
- Current licenses
- Photos & Videos

Q: Where am I able to make changes to my profile?

A:

- Changes to profile are made through the “Edit Profile & Preferences” button.
- You can preview your Driver page with the ‘View Profile As Guest’ button.

Driver Ride Preferences (*only available with premium membership)

Q: How can I edit my ride preferences?

A:

- To edit ride preferences, click on ‘Edit Profile & Preferences’.
- Select preferences for ‘Type of Ride’, ‘Driver Experience’, ‘Race Series’, ‘Price’, ‘Location’ and ‘Archived Rides’.
- You may also opt in to get notified either on your dashboard and/or email whenever a ride is available based on your preferences.

Driver Account Settings

Q: What is available in Account Settings?

A:

- Change your email and/or password.
- Opt in or out for email notifications from Race Prime.
- You can change your current membership plan. If moving from Basic Account to a Premium Account or Team Premium Account, please make sure a payment method is set.
- Bank Account and Payment Methods are added in this section.

***Note:** Account Settings can be accessed from either the dashboard or from the menu option.

Applications

*(*Owners have the option to evaluate applications online)*

Q: If my membership privileges are downgraded can I still access an application?

A: Yes. Even if your listing is no longer active, you can still access any pending applications by clicking on “Applications” even if it is greyed out.

Application Statuses

- **(Owner, Driver) Accepted:** Owner has accepted Driver’s application.
- **(Owner, Driver) Rejected:** Driver has rejected Owner’s counter-offer or Owner has rejected Driver’s offer.
- **(Owner, Driver) Cancelled:** Either Owner or Driver canceled the reservation.
- **(Owner, Driver) Awaiting Action:** Driver submits application and action is needed by Owner to accept or reject the application.
- **(Owner, Driver) Deposit Requested:** Driver has been requested by Owner to leave a deposit to reserve the ride.

Application Owner Actions

- Owner may ‘Accept’ or ‘Reject’ an application.
- If Owner accepts application, owner has the option to cancel the reservation within 48 hours if a Deposit was requested.

- Owner may counter-offer a driver's offer price.
- *Note: Please read User Agreement for specifics.

Application Driver Actions

- “A pending offer already exists for that ride”. This means that you have already applied for this same ride. You can only submit one application while it is being evaluated by the Owner.
- Once owner accepts application, driver has the option to ‘Cancel Reservation’ within 48 hours if a deposit was requested.
- Driver can either apply with owner's price or make an offer. If owner makes a counteroffer, driver can send another counter-offer.

*Note: Please read User Agreement for specifics.

Searching for a Ride

Q: What's the difference between a Ride Search and a Team Search?

A:

- A ride search is used by a Driver to find ride listings. Ride listings are posted by Owners and give drivers the opportunity to rent a race vehicle for a specific event.
- A Team search is used by a Driver to find a Team. A Team's profile page lists all of their available ride listings as well as their location, contact information, description, series entered, and vehicles available.

Q: What's the difference between an Owner and a Team?

A: A Team is a subtype of Owner. This means that all Teams are Owners, but not all Owners are Teams. While an Owner can be anyone that owns a race vehicle, Teams are Owners that rent rides as a business.

Ride Search

Q: What are 'Team Rides'?

A: Rides by Owners that have verified with Race Prime that they have a business renting rides to drivers.

Q: How can I, as an owner, be listed under 'Team Rides'?

A: An Owner needs to pay for a Team Premium Subscription from their account settings page. This subscription is not automatic and requires manual approval from a Race Prime staff member.

Team Search

Q: Why isn't an owner profile page appearing under Team Search?

A: Only Owners that have an active Team Premium Subscription have their profile pages appear on a team search. A Team Premium Subscription can be paid for from the account settings page. Being approved for Team Premium is not automatic and requires approval from a Race Prime staff member.

Ride Listings

Q: Who can list a ride?

A: Any user who creates an account through Race Prime can list a ride. Depending on your membership status, you may list more than one ride.

Q: How do I change which photo is associated with my vehicle?

A: Select the desired listing, then click the 'Edit Ride' button which will load the Edit Ride page where you are able to change the vehicle photo.

Q: How do I edit a ride template?

A: Once you select a saved template for a new ride listing, you can edit any of the information. If you want to permanently edit a template, you need to create a new template.

Deposits

*(Owners have the option of requesting a deposit online)
(refer to User Agreement for specifics)*

Q: How much is the deposit?

A:

- The deposit amount on an application is always 15% of the price of the ride. Drivers will pay an additional 1% platform fee. The deposit percentages cannot be changed by the Owner nor the Driver.
- The collection of the balance is done off-site directly between the driver and owner.

Q: When can I request the deposit from the Driver?

A: An Owner can only request a deposit from a Driver on Race Prime if the current date is more than 20 days before the event start date.

Q: How do I request the deposit from the Driver?

A: When you create your listing, select the option to request a deposit. Then, after an application has been accepted, visit the application details page and then click on 'Request Deposit' from the possible actions section of the page. If this action does not appear then it is probably because the application has not been accepted yet or the current date is less than 20 days before the event start date.

Q: How can I pay the deposit to the Owner?

A: Once the Owner requests the deposit, visit the 'Application Details' page to pay the deposit. This can be accessed via the link shown in the dashboard notifications area or through the

listing's application.

Q: When and how is the deposit released to the Owner?

A:

- The deposit will be automatically released to the owner one day after the event end date unless there is a dispute selected online. There may be an additional processing time before funds are deposited to the Owner's bank account.

Q: The Owner did not provide what was agreed upon in the ride listing. Can I stop Race Prime from releasing the deposit to the Owner? What are the steps to be taken?

A: Race Prime will not release the deposit under very specific circumstances. Please refer to the User Agreement. To file a deposit claim, driver must select "File a Deposit Claim" from the Application Details page and must send an email to support@raceprime.com before the deposit is released to the owner.

Security & Technical

Q: Changes made are not appearing. What do I do?

A:

- First, ensure that when making changes to a profile page or ride listing, the user clicks 'save' at the bottom of the page to ensure the changes are accepted.
- If a user makes a change to their profile, ride listing, or application and it is not reflected on the page and they clicked 'save', then refreshing the page through the internet browser will usually resolve the issue.
- If for whatever reason the above does not work, please clear your browser's cache.

Q: Does Race Prime verify any of the information provided by Owners and Drivers on the site?

A: No. It is up to the user to conduct its own independent research. Race Prime requests certain basic information to allow owners to be listed as a Team, but drivers must conduct their own research. However, Race Prime reserves the right to suspend or terminate any accounts for fraud or in other circumstances.

Premium Plans

Premium for Drivers

Q: I cannot select any premium payment options as a driver. What do I do?

A: You must input the payment method details to switch to a premium plan.

Q: What is the cost for a Premium subscription as a driver?

A: \$9.99/monthly or \$99.99/year

*Note: To buy a Driver Premium subscription, driver must e-sign the Additional Terms document before completing their payment.

Premium for Owners

Q: I cannot select any premium or team premium payment options?

A: You must input the payment method details to switch to a premium plan.

Q: What is the cost for a Premium subscription as an owner?

A: \$29.99/monthly or \$299.99/year

Team Premium

Q: What is the cost for a Team Premium subscription as an owner?

A: \$59.99/monthly or \$599.99/year

Q: How can I be approved for Team Premium as an owner?

A:

- An owner that wants to subscribe to a Team Premium membership must submit photographs of their race vehicles, race shop, and race results or some other proof to show that they are a pro team or in the business of renting rides to Race Prime pending approval. Additional verification may be asked at any time. A valid payment method must be provided before the verification email can be sent for approval.
- Specifically, to verify that an owner is in the business of renting rides, they must attach at least one document for each of the following three requirements, or attach a link to a team website, if it contains the following: A) A photograph of at least one of the owner's race vehicles B) A photograph of the owner's race shop C) Race results of an event the team participated in or some other proof that they've already rented at least one ride in the past.
- To submit this verification, go to your account settings and click the checkbox next to either 'Billed Monthly' or 'Billed Yearly' under 'Team Premium.' The site will then ask you to input your payment method information and then an email will be automatically composed with the specific instructions. Your payment method will NOT be charged until a Race Prime staff member manually approves your verification request.

Can't Find an Answer?

If the answer to your question isn't listed on our FAQ, please email us at contact@raceprime.com so a member of our staff can get in touch with you to help you solve your problem.