



Reception FAQ Guide - 7 kWh EV Charging

Q: ARE THERE EV CHARGERS AVAILABLE IN THE CAR PARK?

- A: Yes, there are Go Zero EV chargers available in the hotel car park. Please direct your guest to them.

Q: WHAT TYPE OF CHARGERS ARE THESE?

- A: The Go Zero chargers are Type 2 and up to 7kW chargers. They are compatible with 99% of EVs.

Q: ARE THE CHARGERS AVAILABLE 24/7

- A: Yes, the chargers are available at all times for hotel guests and visitors. Parking charges may apply.

Q: HOW DO DRIVERS START CHARGING THEIR CAR?

- A: Once the car is plugged in, the driver can scan the QR code on the charger screen and then follow the instructions. Or use tap and pay at the payment kiosk (located on/near hotel reception desk)

Q: WILL DRIVERS NEED TO BRING THEIR OWN CHARGING CABLE?

- A: Yes, drivers will need to bring their own cables.

Q: HOW DO DRIVERS STOP CHARGING THEIR CAR?

- A: Drivers stop the charge by using the stop charge option located within their car. It's important to unplug the car first, before removing the cable from the charge point.

Q: HOW DO DRIVERS PRE-BOOK A CHARGING SESSION

- A: Drivers need to download the Go Zero app from the Apple App or Google Play store and register their details. They can pre-book charging sessions at any charger on our network.
- Charging sessions can be booked directly from the hotel portal. Select calendar from the menu and click the date and time on any available charger.





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Q. WHERE CAN THEY FIND OUT HOW MUCH IT COSTS TO CHARGE?

- A: Costs are displayed by scanning the QR code or within the Go Zero app before drivers begin charging.

Q: HOW DO THEY PAY FOR CHARGING?

- A: Once the car is plugged in, the driver will scan the QR code on the charger screen and then follow the instructions.

TROUBLESHOOTING AND SUPPORT

Q: WHAT SHOULD DRIVERS DO IF THE CHARGER ISN'T WORKING?

- A. Drivers should take the following steps: Ensure the cable is securely connected. Restart the app or try a different charger.
- Make enquiries at hotel reception or call the Go Zero support line: 020 813 80 800

Q: WHAT IF DRIVERS DON'T HAVE THE GO ZERO APP?

- A: Drivers don't need the Go Zero app for on-demand charging. The app is only required for pre-booking charging sessions.

Q: WHAT SHOULD DRIVERS DO IF THEIR CABLE BECOMES STUCK?

- A: In the unlikely event of any issues unplugging the charging cable, plug the cable back into the car and ensure the cable is firmly in the charger then lock the car for 60 seconds. Now unlock the car and repeat by disconnecting the cable from the car first, then, within 10 seconds attempt to remove it from the charge point.
- If the problem persists, drivers should call Go Zero support 020 813 80 800 (line open 24/7) or hotel reception for assistance.





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Q: CAN DRIVERS LEAVE THEIR CARS CHARGING OVERNIGHT?

- A: Yes, they can leave their cars charging overnight as long as they book an overnight session via the QR code or Go Zero app to avoid any overstay fees.

Q: WHO DO I CONTACT FOR HELP?

- A: For any further assistance, contact reception staff or speak to Go Zero support: 020 813 80 800 and we'll be happy to help.

IF YOU HAVE OTHER QUERIES THAT NEED TO BE ADDED - EMAIL US ON

SUPPORT@GOZEROCHARGE.COM

