Écurie Privée

GARAGE 01 / OWNER PORTAL

Owner Portal User guide

Your private collection, within easy reach.

Desktop portal and mobile app | Bookings, allowances, documents and ownership administration.

1.0 | 05-11-2026 | English

Field and button names match the English interface.

The guide link in both interfaces opens this English edition.

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01. Welcome to your Owner Portal

Your Écurie Privée owner portal brings together your ownership position, bookings, allowances, documents and related administration. This guide describes the interface dated 05-11-2026 and uses the actual English field names.

Get started

1. Sign in with the owner account supplied by management.
2. Check your position, credits and mileage balance.
3. Read your messages and the documents made available to you.
4. Upload any requested identity documents that are still outstanding.
5. Submit your driving plans through **Request a booking**, then wait for management confirmation.

Where to find it

• Sign-in and mobile app: https://app.ecurieprivee.eu/owner-pwa/.

• Desktop portal after sign-in: https://app.ecurieprivee.eu/owner.html.

The **Owner user guide (PDF)** link below **Private access** opens this English guide in a separate tab or window. Return to the original page to continue your work.

This guide explains how to use the portal. Your accepted agreements and operating rules determine your ownership rights, charges and obligations.

02. Sign-in and account security

Sign in

1. Open https://app.ecurieprivee.eu/owner-pwa/login.html.
2. Enter your owner email and password.
3. If requested, enter the current six-digit code from your authenticator app.
4. Check that your own information is displayed. Do not use another person's account for your requests.

Replace a temporary password as instructed during onboarding. The desktop portal's **Account Security** link leads to password and authentication settings. If you cannot find the relevant setting in the app, contact management rather than using the admin sign-in page.

Keep access secure

The app may remember your session, but expiry, revocation or signing out can require another login. Use **Logout** on a shared device.

Never share your password, authentication code or secret key. If you lose access or your authenticator, contact management; do not submit a new ownership application to create a second account.

03. Mobile app, desktop and language

Using the app

The mobile owner portal also works in a browser. If your browser offers **Install / Add to Home Screen**, you can create a dedicated icon. This is the Owner Portal, separate from the Handover application.

Use the Écurie Privée Owner Portal icon to open it. Loading current bookings and documents, or submitting requests, requires an internet connection. A page that opens successfully is not by itself proof that its central data is up to date.

Choose a language

The **EN** menu offers English, French, Italian, German and Russian. Your browser remembers the selection. Personal details, free-text messages and documents are not automatically translated.

The guide link in both the app and desktop portal always opens the English PDF, regardless of the selected interface language.

Note: the main administrative sections are similar, but some detailed evidence is presented differently. Detailed handover reports and photo links are available in the desktop portal's Bookings section.

04. Position, credits and mileage

Your summary

- **Position:** your position number and ownership status.
- **Credits:** the recorded credit balance and annual allocation.
- **Mileage:** the displayed remaining allowance, usage and standard excess figures.

Allowances follow the common rules for all owners. You cannot edit them from the owner portal; contact management about any discrepancy.

Understanding balances

Credits allocate vehicle use; they are not a cash balance. Different cars may have different daily credit values. A booking request may already reserve credits, so avoid submitting the same request more than once.

Actual distance driven is calculated from the odometer readings recorded at checkout and return. The **Estimated km** field is a forecast, not a replacement for that calculation.

Important: remaining standard excess mileage is not automatically free mileage. Interpret charges, limits and any required management approval according to your agreement and management's guidance.

05. Cars and availability

Garage vehicles

Photographs, model names and status labels identify the cars in the collection. Check the image as well as the name when making your selection.

Common statuses

• **AVAILABLE:** currently listed as available.

• **RESERVED / IN_USE:** reserved or in use.

• **SERVICE / DETAILING / LOGISTICS:** servicing, preparation or logistics.

• **DAMAGE_HOLD:** restricted because of a damage case.

The **Request a booking** vehicle selector offers cars currently marked available. The preview shows the car you selected.

Important: AVAILABLE does not guarantee availability for every future date. Submission also checks the requested period and eligibility, and management confirms the request.

If **No available vehicles** is displayed, contact the concierge about another car or period. Do not switch to another owner's account or attempt to change the vehicle status.

06. Request a booking

Submit your plans

1. Select the car under **Vehicle** and check its image and model.
2. Under **Driver**, choose **Owner driving** if you will drive, or an approved additional driver.
3. Use the calendar icons in **Start** and **End** to choose the dates.
4. Select hours and minutes. Minute choices are 00, 10, 20, 30, 40 and 50.
5. Check that the start is in the future and the end is later than the start. Clarify the agreed local time when coordinating across countries.
6. Add **Estimated km** if appropriate.
7. Select **Request booking**, wait for the response and check the **Bookings** list.

A submitted request is not yet a confirmed booking.
PENDING_CONFIRMATION means management's decision is outstanding. Do not travel to a collection point based only on submission.

If an error occurs, check whether the record was already created before retrying. Avoid duplicate requests.

07. Booking status and changes

Bookings

Your list shows the car, period, status, reserved credits and recorded mileage where available.

- **PENDING_CONFIRMATION:** awaiting a decision.
- **CONFIRMED:** booking confirmed.
- **READY_FOR_HANDOVER:** prepared for collection.
- **IN_USE:** checked out and in use.
- **RETURNED:** return recorded.
- **COMPLETED:** booking closed.
- **CANCELLED / REJECTED:** cancelled or declined.

Amend or cancel

The current owner view does not provide a self-service edit or cancellation button for every booking detail. Contact the concierge to change a date, car or driver, or to cancel, and identify the booking clearly.

Do not treat a revised plan as accepted until management confirms it. Do not submit another identical request merely to display different dates.

Check: the confirmed period, actual driver and collection location must match your arrangements. Report any discrepancy before the journey.

08. Collection, return and reports

At the vehicle

A staff member records checkout and return in the separate Handover app. You do not need to sign in with an admin account.

1. Check the vehicle and the approved person collecting it.
2. Review condition, accessories, odometer and fuel/charge level together.
3. Report discrepancies or damage before signing.
4. Sign only an accurate checkout or return record on the touchscreen.

Return involves another inspection, current odometer reading, fresh photographs and signatures. These readings determine actual mileage usage.

Detailed evidence

In the desktop portal's **Bookings** section, use **Handover report** and **Download PDF** for your booking summary. Associated photos open through separate evidence links; they are not embedded in the plain report PDF.

If the mobile app's booking summary does not show these detailed links, open the same booking in the signed-in desktop portal or ask the concierge for help.

09. Identity documents / KYC

Upload a document

1. Under **KYC documents**, choose the correct **Document type**, such as passport, ID card, licence front/back or a requested proof of address.
2. Select the appropriate PDF, JPEG, PNG or WebP file in **Upload document**.
3. Provide a complete, legible document for your own case and the requested category.
4. Select **Upload KYC document**. Choosing a file alone does not upload it.
5. Wait for confirmation and check the document list.

Review status

Uploading does not mean automatic acceptance. Management reviews the evidence and may request a replacement or further information. The **KYC** status indicates progress.

If the required page or category is unclear, ask before uploading. Do not place identity images in general messages or marketing fields.

Important: ordinary file selection is different from the Handover app's dedicated photo drafts. After refreshing the browser, a file not yet uploaded may need to be selected again.

10. Additional drivers

Submit a driver

1. Enter the driver's **Full name**.
2. Complete **Licence country** and **Licence expiry**.
3. Select both **Driving licence front** and **Driving licence back** files. Both sides are required.
4. Select **Add driver** and wait for the response.
5. Follow the driver's review/insurer approval status in the list.

Before driving

A submitted person is not automatically authorised to drive. Required management and insurer approvals, and licence validity, must be in place.

When requesting a booking, select the appropriate approved person under **Driver**. If they are not available for selection, ask the concierge rather than substituting another person's name.

Important: adding a driver does not create another ownership position or an additional annual credit or mileage allocation. Their associated use remains linked to your ownership position.

11. Contracts and agreements

Review your documents

Contracts & agreements lists your documents made available by management, together with status and version information.

1. Open the document through **Download**.
2. Check your name, the version and the agreed terms.
3. Read the complete document and raise questions with management.
4. Where offered, select **Mark reviewed** to acknowledge that you have reviewed it.

Mark reviewed is not a contract signature. Follow management's separate instructions for signing and any further requirements.

Document pending means the downloadable file is not yet available. **SENT**, **OWNER_REVIEWED**, **SIGNED** and **COUNTERSIGNED** represent different stages.

Important: this guide does not amend your contract. Your effective accepted agreement governs your financial commitments and use rights.

12. Invoices and payments

Read your finance records

• **Outstanding:** recorded remaining amount due.

• **Paid invoices:** value of invoices recorded as paid.

• **Total payments:** recorded payment total.

The lists show invoice numbers, categories, amounts, due dates, remaining balances and recorded payments.

Pay and reconcile

The current owner interface is primarily a finance-record view, not a standalone online card-payment page. Pay by the method agreed with management and use the correct reference.

After a bank payment, administrative reconciliation and updating the display may take time. For a discrepancy, provide management with the invoice number, amount and payment reference.

Example: EUR 400 is reconciled against an invoice of EUR 1,000. The remaining balance may be EUR 600. Check the actual records against the supporting payment evidence.

Do not pay twice merely because a display is awaiting an update. Charges follow your effective agreement and the relevant reconciliation.

13. Insurance and indicative values

Insurance & roadside

This section displays published insurance and assistance details, such as provider, coverage, expiry, deductible and emergency contact number.

Before travelling, check the contact details and follow the incident procedure agreed with management. For immediate danger, obtain local emergency assistance.

If required insurance information or a document is missing, ask the concierge. A portal status label does not itself create insurance cover.

Indicative valuation

The summary may show the estimated fleet value, gross ownership share, illustrative disposal fee and estimated net share.

These values are indicative. They are not guaranteed buyback prices, payment promises or actual purchase offers. Exit follows the contractual process and the applicable reconciliation at that time.

14. Messages and your concierge

Messages

Your list may contain information about bookings, documents and other ownership matters.

1. Check the unread count.
2. Read the subject and full message.
3. Use **Mark read** when offered.
4. Complete any action requested separately. Marking a message read does not perform the action for you.

Contact the team

The message list is not a full two-way chat. Contact the concierge through your agreed channel, for example **concierge@ecurieprivee.eu**.

Identify the booking, dates, car or invoice concerned. For an urgent collection change, use the direct contact arranged with the team rather than relying only on a new message appearing.

Important: do not send passwords or authentication codes by ordinary email. Use the portal's dedicated upload area for requested identity documents.

15. Care and use of the cars

No smoking or vaping

Smoking, electronic cigarettes and vaping are prohibited in every car. A breach may result in management penalties and cleaning or remediation charges under the accepted terms.

Collection and return

Agree the time, location, driver and special requirements with the concierge. A preliminary booking request does not replace confirmed handover arrangements.

The operational hub is in Nice. Its non-public storage address is withheld for security reasons; you do not need to search for it in the portal. Delivery to, and collection from, another location may incur separate charges. Vehicles are moved by a transporter; agree the arrangements and cost in advance.

Problems or damage

Report problems and damage promptly to management and follow the applicable insurance and operating procedure. Do not arrange repairs or substitute a driver independently where approval is required.

Your accepted operating terms contain the detailed driving, mileage, territorial and charging rules. This guide does not automatically extend your permitted use.

16. Transfer or exit requests

Transfer / exit

1. Under **Request type**, choose **Transfer position** or **Exit position**.
2. For a transfer, enter the proposed successor's name and email if available.
3. Select your proposed **Target date** using the calendar.
4. Explain your request and relevant circumstances under **Notes**.
5. Select **Submit request**, then check the case and its status.

Submitting is not an immediate exit or ownership transfer. Management approval, contractual arrangements, financial reconciliation and acceptance of a successor may be required.

Later decisions and comments may appear in the request list. The proposed date alone is not an accepted completion deadline.

Do not give the proposed successor your account password. Management handles onboarding and the appropriate access assignment.

17. Troubleshooting and final checks

Common situations

- **No available vehicles:** ask about another car or period.
- **Not enough credits:** check your balance and existing requests. Repeated submission does not increase your allocation.
- **Vehicle is already booked:** the period overlaps; coordinate an alternative with the concierge.
- **Owner position is not eligible:** resolve activation or eligibility with management.
- Persistent **Loading**, blank figures or an upload error: check the connection and exact message. Do not assume a save succeeded without confirmation.

Ask for help

Provide the section, time, relevant booking and steps, with a redacted screenshot if needed. Do not attach passwords, authentication secrets or complete identity images to a general support request.

Every submission

Correct person and car → correct dates/details → the relevant submit button → success response → check the list.

The guide link opens the English manual in another tab. It does not submit a booking or replace saving. Current data and final requests require an online connection.