



THE
Welcombe
HOTEL | GOLF | SPA

Electric Vehicle CHARGING FAQS

Do I need a membership to use your charging stations?

No. Anyone can use our charging stations. Simply tap and pay.

What types of charging connectors does your station support?

Our stations support Type 2 connectors. All our chargers are untethered so please make sure you use the cable supplied with the vehicle.

How much does it cost to charge at your station?

Our charging stations are directly from the energy supplier, this means you know exactly what you are paying, regardless of where the charger is located. Currently the national fixed cost for charging is 57p kWh.

Can I use my credit card to pay for a charging session?

Yes, simply tap and charge.

Is it possible to reserve a charging station in advance?

No. Not at the moment, we use a first come first serve basis.

What payment methods do you accept?

We accept credit and debit cards, as well as Apple Pay and Samsung Pay from a smart phone. We do not currently accept American Express cards.

How long does it typically take to charge my EV at your station?

Charging times depend on your vehicle. Level 2 chargers usually take a few hours to charge from 20% to 80%.

Can I charge multiple EVs simultaneously at a single station?

Yes. Our 'DUO' chargers can charge 2 vehicles at once.

What happens if I encounter a problem at a single station?

If you face any issues please contact PE customer support team on the phone number provided on the chargers or website and they will assist you in resolving the problem. Please make sure you have the details of the charger location and the charger number to hand to help them solve any issues as quickly as possible.

Are your stations accessible 24/7?

Yes. Our charging stations are available 24/7.

What do I do if I find a station not working or damaged?

We apologise for any inconvenience. Please report the issue to reception, and we will contact PE to get the issue resolved promptly.

Can I get a receipt for my charging session?

Yes, you can scan a QR code from the screen on the charger to receive a receipt via email after completing a charging session.