

Thank you for choosing Safe Store for your storage needs. Below are some important reminders about our self storage facility.

**Facility Office Hours:**

Monday - Friday: 8.30am - 5pm
Sunday: 8.30am - 2.30pm

Access Hours:

6am - 9pm, 7 days per week

Payment Options:

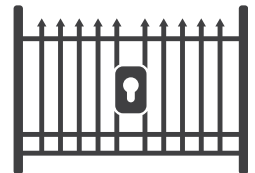
Credit card, automatic payments and EFTPOS are accepted as payment of your monthly rent. You can also pay your account online at www.safestore.co.nz

**Accessing the Facility:**

Please be aware that entering the Facility is at your own risk. Customers store at their own risk and must follow our reasonable directions.

In and Around the Facility:

- For your safety, keep roller doors and gates clear - they may close without warning.
- Always STOP and wait for the gate to close fully when entering or exiting the facility. Failure to do so will result in a fine.
- Shared spaces are a shared responsibility. Drive carefully at 5km/h and watch out for pedestrians.
- Our alarms are live 24/7. Trigger one and a \$150+ call-out fee applies.
- Please be considerate of others. Aggressive, abusive or any antisocial behavior will not be tolerated and may lead to us ending your self storage agreement.
- Don't park in a numbered parking space - these are reserved for paying customers.

**Common Areas:**

We work hard to keep the facility clean and tidy for you. Please help by leaving your area clean and remember to take all of your items with you.

If you leave any goods unattended in a common area for longer than 24 hours, we have the right to dispose of them and charge you a fee.

**Pet Policy:**

Sorry, pets will have to stay at home when visiting Safe Store. We love pets as much as the next person but, for their safety and the safety of others, pets are not permitted on site (except disability-assist dogs).

**Smoke Free & Alcohol Free Facility:**

Please note, we have a no smoking, vaping or alcohol on-site policy.



Your Storage Unit:

- You hold the key to your unit and your goods are stored at your own risk. If we hold a key on your behalf for deliveries (Managed Storage Agreement) or if you ask us to lock your unit for you, your goods remain stored at your own risk.
- Always lock your unit with a padlock or smart lock, and make sure gates/doors close fully behind you.
- No hazardous, dangerous, illegal, stolen, flammable, explosive, perishable or living items.
 - ⊘ This includes lithium-ion batteries or anything containing them.
- Power is not available in units. Please do not connect to any power points in the Facility.



Children:

Children must be supervised at all times. You are responsible for keeping them safe.



Surveillance:

The Facility is under 24/7 CCTV. You acknowledge that by entering the Facility, you and your activities may be recorded.

Your Details:

Please notify us within 2 days if your contacts of the details of your Alternative Contact Person change.



Deliveries/Collections:

Contact us if you wish to have goods delivered to or collected from the Facility. This will require you to have a managed storage agreement which will incur a cost.

Moving Out:

- Please provide 7 days' notice of your intention to move out.
- You must move out before the end of your storage agreement or within 24 hours of us terminating the agreement.
- Please ensure you take all goods with you when you move out and that the space is empty and clean.
- Please note rubbish disposal charges apply at a minimum rate of \$50 per disposal.



Fees:

- Storage Fees must be paid on time. Failure to pay will incur late fees and restrict access to the Facility. Please contact us if you need to discuss payment options.
- We have the right to sell your goods if you do not pay your storage fees in accordance with your self storage agreement.



Goods Handling Equipment:

You may only use our goods handling equipment (walking stackers, trolleys etc.) if you are experienced in doing so, use the equipment safely and you comply with our health and safety instructions.

All goods handling equipment must be returned to the common areas. Failure to do so will incur a minimum fine of \$50 per day.



Vehicle Storage Specific Agreement:

- If you have entered into a vehicle storage agreement with us, you must only park in your designated parking space.
- If your vehicle is left unattended outside of your designated space for longer than 24 hours, we may deal with it in accordance with the terms of the vehicle storage agreement.
- You must remove your vehicle from the Facility within 24 hours of the vehicle storage agreement being terminated.

If you have any questions, please do not hesitate to contact us. We can be reached by phone on 0800 747 233 or by email, store@safestore.co.nz