



# Facility Rules

**Thank you for choosing to store with iStore Self Storage and abiding by our Facility Rules:**

## **Office Hours**

iStore Self Storage is staffed Monday to Friday 8:30am – 5pm, Saturday 8:30am – 2pm and not manned Sunday

## **Access Hours**

6am – 8pm, 7 days a week unless alternative arrangements have been made

## **Accessing the Facility**

Please be aware persons entering the premises do so at their own risk. Customers store at their own risk and should follow our reasonable directions.

## **In and Around the Facility**

For your safety, do not place objects in front of roller doors or gates. Gates, roller doors and other access doors may close without warning and should not be obstructed.

Back-to-base fire alarms are installed in our facility for everyone's protection. A false alarm incurs a cost of \$1182 from the NT Fire Service. Please take great care not to spray any aerosols, or smoke, use a leaf blower, or any other thing that may trigger a false alarm in your shed or in the facility. Alarms are numbered and the video cameras will identify you and any fines and costs incurred will be passed on to you.

There are shared zones throughout the Facility so please be aware of others, take care and when driving adhere to the 5km speed limit around the Facility. Pedestrians should be aware of vehicles moving around the Facility.

This Facility is alarmed and monitored at all times. If you or one of your associates triggers a security or emergency services alarm, a call-out fee of \$110 will apply.

Please be considerate of others. Aggressive, abusive or any antisocial behavior will not be tolerated.

Smoking is not permitted at this Facility. Pets and animals are not permitted at this Facility.

## **Your Storage Unit**

You keep the key to your storage unit and your goods are stored at your own risk.\*1

You must secure your storage unit with a padlock or Bluetooth-enabled locking device, and secure any of the Facility's gates / doors that you use from unauthorised entry by locking up after you finish using the side access gate.

The Facility's common areas are under continuous CCTV surveillance. The inside of your storage unit may be visible on camera if the door to your storage unit is open.

You must not store hazardous, illegal, stolen, flammable, explosive, environmentally harmful, perishable or living goods or goods that pose a risk to any property or person. This includes lithium-ion batteries or items containing lithium-ion batteries.

You must not access the Facility's electricity supply via power points, extension leads or other measures. Please contact the Office should you require a power supply.

# Facility Rules

## **Your Goods**

You must not leave any goods unattended in a common area of the Facility any longer than 24 hours. After this period, we have rights to deal with such goods under the self storage agreement.

## **Fees**

Storage fees must be paid on time. Failure to pay on time will incur late fees and your access to the Facility will be suspended. Please contact the Office should you need to discuss outstanding payments.

The Facility has the right to sell your goods if you do not pay your storage fees in accordance with your self storage agreement.

## **Your Details**

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

## **Moving Out**

When it's time to move out, please provide 14 days' notice of your intention to move out.

You must move out within 24 hours of termination of the self storage agreement.

Please ensure you take all goods with you when you move out. Your unit must be left empty and clean with your lock removed.

Please note rubbish disposal charges apply at a rate of \$77 per hour and part thereof. Any rubbish left in shared zones will incur a disposal fee of \$77 and part thereof.

## **[Mobile Self-Storage Agreement**

If you have entered into a mobile self-storage agreement with us, these facility rules must be read in conjunction with that agreement, keeping in mind the different definitions and concepts in that agreement.]

## **[Vehicle Storage Specific Agreement**

If you have entered into a vehicle self-storage agreement with us, you must not leave your vehicle unattended outside of your parking space at the Facility any longer than 6 hours. After this period, we have right to deal with any such vehicle under the vehicle storage agreement.

You must move out within 24 hours of termination of the vehicle self-storage agreement.]