

## Information Sheet

- Opening Times:** Mon-Fri: 8am to 6pm  
Sat: 9am to 1pm  
Sun: 2pm to 4pm  
\*Holiday opening hours may vary. Check website for details.
- FOB Access:** Our facility has a secure fob entry system which gives you direct access during our opening hours. You will receive your FOB when you sign up. If we hold a key and you have permitted access to any other person, we will need photographic ID before we can give them access to your unit.
- Payment Options:** When you sign up we will take the first payment by card. You will be required to complete a Direct Debit form or Reoccurring Card Payment form, which is how we will take further storage payments.
- Cancelling the Unit:** If you wish to cancel your unit we require that you provide us with 14 DAYS notice. If you have not vacated within the 2 week period, you must resubmit your notice. You can phone, call in or email this to us.
- Vacating:** After you have finished emptying you unit(s), you must 'checkout' at reception and return any FOBS that were given to you.
- Minimum Term:** The minimum term for storage is two weeks.
- Refunds:** If you have given the appropriate notice, we will refund you any remaining days via BACS transfer.
- Deliveries:** Our customers can send or receive parcels from our reception. We DO NOT accept deliveries with outstanding finance against them.
- Late Payments:** Storage payments must be made within five working days after the due date. Failing to pay will result in a £25.00 late fee.

