



## **Customer Information**

### **OFFICE HOURS AND GATE ACCESS HOURS:**

Monday-Friday	7:30am – 5:30pm
Saturdays	9:00am – 5:00pm
Sunday & Public Holidays	10:00am – 4:00pm

(Closed Good Friday, ANZAC Day, Christmas Day, Boxing Day & New Years Day)

### **CUSTOMER CONDUCT WHILST AT SPARE ROOM:**

#### **Damage to the facility**

Any damage to the facility caused by a customers action through vehicles, equipment or otherwise will be the responsibility of the storer. The storer will be liable for any damage caused by any persons acting on their behalf, such as truck drivers etc.

#### **Absolutely no smoking inside the facility**

Smoking inside is a federal offence. Fines will apply.

#### **Trolleys**

Trolleys are available free of charge for all customers. You need to register for a trolley at the office. You are responsible for the trolley whilst it is signed out in your name. Failure to return the trolley will result in a \$400 fee. Failure to return the lock and key to the trolley will incur a \$20 fee.

#### **Speed limit is 5 km per hour**

Please be wary of pedestrians.

#### **Deliveries**

All customers are to be present when they have goods delivered to the facility, unless prior arrangement with management. Customers must indicate their unit number on deliveries in order for them to be accepted. Spare Room will not take any responsibility for the delivery of goods if damaged or otherwise.

#### **Forklift**

A forklift service is available to customers on request. This is a charged service. See the office for details

**Initial:** \_\_\_\_\_



## **Customer Responsibilities**

### **Storage rental fees are due in advance:**

Payments need to be received by the \_\_\_\_\_ of each month whether written notification is received or not. Should no payment have been received two (2) days after this date, access to the facility will be suspended. If the account remains outstanding after seven (7) days, a \$22.00 late fee will be charged.

### **Emergency evacuation:**

Should the fire alarms sound whilst the storer is in the facility, it is the storers' responsibility to make their way quickly and calmly to the nearest exit as indicated on the attached map. Exit the facility and make your way to the nearest congregation point as indicated on the attached map. Please note that lifts are not operational during emergency situations and vehicles are not permitted to move.

### **Waste disposal:**

It is the storers' responsibility to dispose of their own waste. If a waste service is required, please ask a manager to organise this. A disposal fee will apply. Any items left outside of a storage unit other than in the specified loading bays, will be deemed as rubbish and will be disposed of at the storers' cost.

### **Lock your unit:**

Each tenant must supply their own lock. Spare Room Self Storage will not be responsible for units left unlocked. A lock can be purchased from Spare Room

### **Insurance:**

Spare Room Self Storage is not liable for the loss of any goods stored on its premises. Goods are stored at your sole risk. You should take out insurance cover.

### **Move Out:**

To conclude your storage period we require 7 days notice for move-out and that your final paperwork be completed in the office once your unit has been emptied.

**Initial:** \_\_\_\_\_