

STORMATE

FACILITY RULES

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

Office Hours

StorMate is staffed Monday to Friday 9:30am – 3:30pm

Access Hours

You can access your storage space 24/7, 7 days a week*

Accessing the Facility

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.

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 always monitored. If you or one of your associates triggers a security or emergency services alarm, a call out fee of \$75 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 must always be restrained.

Your Storage Unit

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

You must secure your storage unit with a padlock, either purchase from StorMate or otherwise.

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.

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Your Goods

You must not leave any goods unattended in a common area of the Facility any longer than 2hrs. 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 at least 7 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 items with you on move out. Your unit must be left empty, clean and roller door latched with your lock removed.

Please note rubbish disposal charges apply at a rate of \$65 per hour disposal. Any rubbish left in shared zones will incur a disposal fee of \$65 per hour.