



Facility Rules

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

Office Hours

Site Safe is staffed Monday to Friday 8am – 5pm.

Saturday & Sunday Closed.

Access Hours

3am – 11pm, 7 days a week

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.

The first gate is opened manually using the code 3933 on the pin pad as you enter and exit.

The mail storage gate is only operated by your mobile phone by calling 0422 217 215. If your phone number has not been programmed or has changed from the number provided at registration the gate will not open.

Your phone must display your number when calling – Private numbers will not be recognised by the gate and the gate will not open.

In and Around the Facility

For your safety, do not place objects in front of other container doors or gates. Gates and container doors may open and 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 monitored at all times. If you or one of your associates triggers a security or emergency services requirement, a call out fee of \$50.00 to \$1000.00 may 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 be always restrained in this Facility.

Your Storage Container

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

You must secure your storage container with your own padlock as well as the facility padlock.

The Facility's common areas are under continuous CCTV surveillance. The inside of your storage container may be visible on camera if the door to your storage container 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 or gas bottles.

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.

Your Goods

You must not leave any goods unattended in a common area of the Facility any longer than 1 hour. After this period, we have rights to deal with such goods under the self storage agreement.

¹ We will retain the key to your facility storage container lock.



Facility Rules

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.

Deliveries / Collections

Please contact the office if you wish to have goods delivered to or collected from the Facility.

Any goods received by the Facility for delivery or dispatch will be stored in a designated unsecured area so you should arrange for collection as soon as possible, and, in any event no later than within 7 days following receipt of the goods by us, either for delivery to you or for dispatch. After collecting any deliveries, you must either store the goods in your storage container or remove them from the Facility.

If the goods are not collected within 7 days, we will charge you a standard fee (currently \$50.00), return the goods to the sender and / or otherwise dispose of your goods under the self storage agreement.

Please note any receipt and/or dispatch activities are undertaken at your risk, and the area for delivery and dispatch may be accessed by Facility staff, courier personnel and other members of the public. Although we are authorised to sign for the goods on your behalf, we do not take possession of the goods and we do not take any steps to check the goods or keep them safe. You must comply with, and you must ensure that any third party delivering/collecting the goods complies with, our reasonable directions.

This service is provided on a fair use basis with a maximum of 3 deliveries per quarter.

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 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 goods with you when you move out. Your container must be left empty and clean with your lock removed. The facility lock must be returned to the office or placed in the letter box at the main entrance.

Please note rubbish disposal charges apply at a rate of \$200.00 per disposal. Any rubbish left in shared zones will incur a disposal fee of \$200.00.

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 Access

Only one vehicle per container is to be brought into the facility at any time. Additional vehicles need to be parked in the parking area of the storage facility before you enter the main storage gate.

Do not block other storage containers with your vehicle and on request move the vehicle to allow passage for other clients.