



Self-Storage Facility Rules

To ensure the safety, security, and enjoyment of all clients, the following rules apply to all users of this facility. Entry to and use of the facility indicates acceptance of these terms.

1. Access and Hours

- Access is permitted only during normal operating hours, usually 24/7.
 - Tenants must not provide access to others who are not listed on their storage agreement.
 - Children under 18 must be supervised at all times.
 - Management reserves the right to limit access in emergencies or for maintenance or any unforeseen circumstances.
 - The office is only open by prior arrangement with the Facility Manager.
 - You are responsible for the lock on your individual storage unit. You keep the key to your storage unit and goods are stored at your own risk.
 - You must ensure all gates are closed when you exit the Facility to prevent any unauthorised access to the Facility.
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2. Your Details

- Please notify us within 2 business days if your contact details, or the contact details of your alternative contact person (ACP) changes.
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3. Security and Conduct

- Surveillance cameras may operate throughout the facility.
 - Tampering with security systems is strictly prohibited.
 - 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.
 - The use of abusive, threatening, or disruptive behaviour is not tolerated.
 - Smoking, alcohol, and illegal substances are prohibited anywhere on the premises.
 - No loitering, sleeping, or living in units or on site.
 - There are shared zones throughout the facility so please be aware of others.
 - Take care and adhere to the 5 km speed limit around the Facility.
 - Pedestrians should be aware of vehicles moving in and around the Facility.
 - Smoking is not permitted at this Facility.
 - Pets or any animals are not permitted at this Facility.
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4. Storage Use and Restrictions

- Tenants must only use their allocated storage space and must not obstruct common areas.
- The following are **strictly prohibited** from being stored:
 - Perishable food or animal products
 - Flammable, explosive or hazardous materials (e.g., petrol, paint, gas bottles)
 - Lithium-ion batteries
 - Firearms or ammunition
 - Illegal goods or substances
 - Live animals or plants
 - Waste or rubbish

- Units must be packed safely and securely. Nothing should be stored in a way that creates a risk of injury or damage.
 - You must not access the Facility's electrical supply via power points, the power box, extension leads or other measures. Please contact the Facility Manager should you require a power supply.
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5. Insurance and Liability

- The facility is not liable for any loss or damage to goods stored.
 - Tenants are strongly advised to arrange their own insurance cover.
 - Tenants store at their own risk and should follow our reasonable directions.
 - Any person entering the Storage Facility does so at their own risk.
 - Whilst all reasonable care is taken to provide a secure storage space, there is always a possibility of vermin, wildlife or insects in or around or entering the storage space.
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6. Payments and Fees

- All rent must be paid in advance and in accordance with your Storage Agreement.
 - Late or missed payments may result in restricted access and additional fees.
 - The facility has the right to seize or dispose of stored items or any abandoned items left in the common area in accordance with NSW self-storage laws if the agreement is breached.
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7. Maintenance and Cleanliness

- Units must be kept clean, free from rubbish, and in good condition.
 - No alterations, painting, or drilling into unit structures is allowed.
 - You must not leave any goods unattended in the common area of the Facility. If any goods have been left unattended, we have rights to deal with such goods under the self-storage agreement.
 - Rubbish must not be left in common areas or outside units. Any rubbish left in shared zones will incur a disposal fee of \$66.00. Any rubbish removal will incur a charge of \$66.00 per disposal.
 - 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.
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8. Deliveries or collections

- This Storage Facility does not accept delivery or collection of goods on behalf of storers.
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9. Fees

- Storage fees must be paid on time. Failure to pay on time will incur late fees and your access to the Storage Facility will be suspended.
 - Please contact the Facility Manager should you wish to discuss any 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.
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10. Moving In and Out

- Tenants must give required notice before vacating, as outlined in the agreement.
- Any damage caused during move-in or move-out must be reported immediately.
- You must move out within 24 hours of termination of the storage agreement.
- Please ensure you take all your goods with you.
- The unit must be left empty and clean with the lock removed.

11. Emergencies and Reporting

- Any incident, damage, or suspicious behaviour must be reported to staff immediately.
- In emergencies, call **000** first, then notify the Facility Manager.

12. Breach of Rules

- Breach of any of these rules may result in access being revoked, termination of agreement, or legal action.

13. Changes to Rules

- Management reserves the right to update these rules. Tenants will be notified of any significant changes.

14. Vehicle Storage Agreements

- If you have entered into a vehicle storage agreement, you must not leave your vehicle unattended outside of your storage unit. We have rights to deal with any such vehicle under the storage agreement.

Thank you for respecting the rules of this facility. Your cooperation ensures a safe and secure environment for all.

AAA STORAGE - 31 Russellton Drive, Alstonville NSW 2477

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