Inbox Self Storage Limited - Terms and Conditions of Storage

1. General Information

1.1 This Agreement is made between Inbox Self Storage Limited ("we", "us", or "our") and you, the customer ("you" or "your").
1.2 By placing goods into storage with us, you agree to these terms and conditions.
1.3 You confirm you are the legal owner of the goods or have the authority to store them.

2. Storage Unit Use

2.1 You will be allocated an external steel shipping container ("unit") located at our outdoor storage facility.
2.2 You may use the unit solely for the purpose of storing goods that you legally own.
2.3 You must not use the unit as living accommodation, office space, or for running a business from the site.
2.4 The unit must be secured with your own padlock. We are not responsible for units left unsecured.

3. Payment Terms

3.1 Storage fees are payable monthly in advance by card payment only.
3.2 Late payments will incur a £15 administration fee and may result in restricted access or termination.
3.3 We reserve the right to withhold access and/or seize stored goods if payment is overdue by more than 14 days.
3.4 We may dispose of or sell goods to recover unpaid charges after giving reasonable notice.

4. Term and Termination

4.1 This agreement is a rolling monthly contract and may be ended by either party at any time with written notice.
4.2 You must vacate and clear the unit by the termination date. Any items left behind will be treated as abandoned.
4.3 The unit must be left clean and in the condition it was provided to you.

5. Insurance & Liability

5.1 We do not insure your items and accept no responsibility for any loss or damage, including from fire, theft, water ingress, vermin, mould, rust, or acts of God.
5.2 You are solely responsible for insuring your items while stored with us.

5.3 You accept that container storage is outdoors and subject to fluctuations in temperature and humidity.
5.4 You acknowledge and accept that you store all goods at your own risk.

6. Prohibited Items

You must not store any of the following:

- Anything wet – this will compromise the quality of the unit and can cause mould and damp to form on the items stored within it. This includes items damp from rain water upon moving in.
- Hazardous or toxic substances
- Flammable liquids
- Gas cylinders, heaters, BBQs
- Any explosive, such as fireworks
- Paint thinners
- Lithium batteries in bulk
- Firearms or weapons
- Drugs or illegal goods
- Stolen goods
- Perishable food or live animals

7. Access

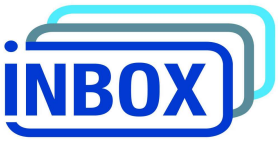
7.1 Access is permitted only during our advertised opening hours.
7.2 We reserve the right to deny access in the event of non-payment, emergency, or for safety reasons.
7.3 You may not sub-let or share access to your unit without prior written consent.

8. Site Rules & Conduct

8.1 You must keep all common areas clean and free of obstruction.
8.2 You must not cause nuisance, damage, or disturbance to other users or the site.
8.3 You may not make alterations to the unit or affix anything to it.

9. Limitation of Liability

9.1 We shall not be liable for loss or damage unless caused by our proven negligence.
9.2 Our liability, in any case, is limited to £100.
9.3 We are not liable for delays or failure to perform resulting from events beyond our control (e.g. floods, fires, pandemics, or acts of government).



10. Personal Information

10.1 We may collect and store your personal data for the purpose of account management and credit control.
10.2 Your information will not be sold or shared beyond what is legally required. Please refer to our Privacy Policy for full details.

11. Agreement

11.1 By entering into a rental arrangement with us (whether online, in person, or by phone), you agree to be bound by these terms.
11.2 These terms may be updated with reasonable notice, and the latest version will be available on our website.

Inbox Self - Storage – Site Safety & Responsibilities Guide

Welcome to Inbox Self Storage.

Your safety and the security of your belongings are our top priorities. This guide explains the safety measures in place on site, the rules you must follow, and the responsibilities we each have.

1. Site Access & Traffic Safety

Please drive slowly and carefully around our site – the site speed limit is 5 mph in all areas.

Please only drive on designated roadways, and park up as close to your container doors as possible, keeping an awareness of other customers who may be on site at the same time as you.

Please do not block access roads, gates, or other units with your vehicle.

Please take care to watch out for pedestrians and other vehicles at all times.

Customers are responsible for the safe loading and unloading of their own vehicles.

2. Pedestrian Safety

Please stay alert when walking around the site – vehicles may be moving nearby.

Children must always be supervised and are not allowed to play on or around containers.

3. Container Doors & Safe Use

Container doors are heavy and can cause injury if not handled correctly. Please ensure you watch the video demonstrating the safe opening and closing of the doors to familiarise yourself with how to manage the doors safely. It can be found here https://youtu.be/PKIRFqlczz0

Please always open doors carefully and hold them firmly, especially in windy conditions, to ensure they don't swing open/closed in the wind.

Please do not allow children near doors while opening or closing.

Please report any damaged or difficult-to-use doors immediately to Victoria or Richard by message, call or email – 07402815078 or info@inbox-storage.co.uk

4. Fire Safety

Please adhere to the rules regarding prohibited items (see point 5 for specifics).

Smoking, naked flames, BBQs, and heaters are not allowed anywhere on site.

Please do not attempt to fight a fire inside a container. If you suspect a fire, call 999 immediately and then notify us on 07402815078, and/or the security team in the security office by the site entrance if it is between 7pm – 7am.

Please refrain from blocking any access to any containers by emergency vehicles – please do not leave vehicles on site unattended at any time. Inbox does not permit the storage of vehicles on the site unless previously agreed.

In the case of site evacuation, the muster point is on the grass verge outside the business park gates.

5. Hazardous or Illegal Items

It is strictly forbidden to store:

- Anything wet – this will compromise the quality of the unit and can cause mould and damp to form on the items stored within it. This includes items damp from rain water upon moving in.
- Hazardous or toxic substances
- Flammable liquids
- Gas cylinders, heaters, BBQs
- Any explosive, such as fireworks
- Paint thinners
- Lithium batteries in bulk
- Firearms or weapons
- Drugs or illegal goods
- Stolen goods

- Perishable food or live animals

If prohibited items are found, access may be terminated immediately and if illegal items are found, authorities will be notified.

6. Security

The site is protected by:

- Perimeter fencing
- CCTV monitoring (compliant with GDPR)
- On-site security patrols from 7pm – 7am
- Customers must lock their own container securely after each visit using an appropriate padlock.

Please always report any suspicious activity to site staff or security immediately.

7. Grounds & Weather Conditions

Surfaces may become slippery in wet, icy, or snowy conditions. Please take extra care when walking and loading.

High winds can make container doors more hazardous – please open doors slowly and always keep control.

In case of flooding, containers are raised on secure bases, and/or are on gravel to assist with drainage but please contact us if you have any concerns.

All customers are responsible for taking care in adverse weather conditions, as we expect all customers to wear appropriate footwear to minimise the risk of any accidents or injuries.

8. Manual Handling & Lifting

Customers are responsible for moving their own items safely.

Please take care when lifting heavy goods – bend your knees, not your back.

Please use lifting aids or bring support to assist you where needed.

9. Our Responsibilities

We will:

Carry out regular site inspections and fix any hazards promptly.

Provide clear signage and information on safety rules.

Take reasonable steps to keep visitors safe under the Occupiers' Liability Acts 1957 & 1984.

Ensure the site layout always allows emergency vehicle access.

Take all steps we can to keep the site as safe and secure as possible.

10. Your Responsibilities

You must:

- Follow all site rules and safety instructions.
- Ensure your container is locked securely after use.
- Not store prohibited or dangerous goods.
- Supervise children at all times.
- Drive and move around the site safely and responsibly.
- Report hazards, damage, or security concerns immediately to Victoria & Richard (details above) and the site security if on site.

We strongly advise:

You take out appropriate contents insurance, as Inbox self-storage do not take responsibility for the theft or damage of contents stored inside each customer's individual container.

11. Emergencies

- In case of fire or serious incident: Call 999 immediately.
- Then contact us on 07402815078.

- Site muster point is located on the grass verge outside the front of the Broadway Business Park Site.
- If you require first aid, please seek professional medical care locally.

12. Legal Notice

- We are committed to providing a safe and secure environment.
- By signing your rental agreement, you agree to comply with these site rules and accept your responsibilities as outlined above.
- Failure to follow site rules may result in termination of your rental agreement.

Acknowledgement

I confirm I have read and understood the Site Safety & Responsibilities Guide and agree to the terms and conditions.