

BROOKSIDE STORAGE

6. **Access** is allowed 365 days a year. For security and maintenance reasons we must insist on being notified at least 1 day/24 hours prior to you requiring access to the site. (If your plans change and you do not come, this is not a problem). This is a mandatory requirement and is NOT optional and never has been.
7. **'Free for all' visiting is not allowed.** Monitoring, keeping records, scheduling work for instance white line painting and hedge cutting is impossible if you are not prepared to cooperate. Emergencies excepted-forgot medication, food in fridge, wallet, glasses etc.... But persistent late notification will not be tolerated.
8. Mobile service vehicles, eg for servicing, tyres, breakdown are accepted visitors, but you must remain with them whilst they are in the yard.
9. Telephone call or texts during normal office hours only please ie. 0800-1800 hrs in winter, 0700-2100 in summer (this is 70-105 hours per week !!) NOT 2300, 0100 hrs etc.... I am not available 24 hrs a day! Texts, telephone, voicemail messages and email are all quite acceptable to notify your intentions prior to entry.
10. **Movement cards** IN/OUT as issued are to be left confirming your pitch is occupied/empty as per your prior instruction. These are a very important part of the security procedure, please ensure they are used or the notepad provided, date and times are filled in.
11. Access is allowed - **1st April to 31st October 0700-2100 hrs, 1st November to 31st March 0900-1700 hrs.** The electronic access control system automatically locks the gates. NB This cannot be over-riden, you cannot get in early. As long as your entry is prior to the closing time - you will be able to exit after this time and will NOT get locked in. ie 1700 hrs in winter and 2100 hrs in summer.
12. The **padlocking of the main gate** is entirely the responsibility of each keyholder, please ensure the gate is securely padlocked both when you enter and exit the site - immediately behind you!! **DO NOT leave it open for any reason and go to your pitch without locking it.** There are two padlocks, one on the gate and one on a hanging chain - secure them BOTH fully! The electronic lock is automatic when the gate is pushed to and held a second. **Do NOT throw the padlocks on the floor,** they are a very expensive item.
13. To ensure the security of the site **do not allow anyone either in or out with you.** If they have authority to be there, they too have a key and a functioning access card. **Do not 'tailgate' the person in front of you.** If a queue builds, latch the gate without doing up the padlocks, the next person must **always use their own card** to enter or exit.
14. If a key or access card is lost/stolen/damaged/stops working your deposit is forfeited (£20 for a key, £20 for a card) and you will be required to repay it to gain a replacement. It is important that the key and card are kept separately and their location not advertised on them, for security I do not supply a 'Brookside Storage' key ring!!! Keep the access card away from magnetic equipment and mobile phones so as not to interfere with its programming.
15. The site office (shipping container) is not manned on a daily basis.
16. It is essential that we are notified of any changes immediately, ie. Change of towing vehicle, address, telephone, caravan etc....
17. The site has its own post box (green box on right of gate as you enter), mail items to the above address or hand post it whilst you are there.
18. When your insurance is renewed please forward a copy immediately.
19. In the event you no longer wish to retain your pitch, one months notice is required in writing to the yard address or by email, proof of sending is not proof of receipt. To qualify for your deposit refund the key/card must be **placed in the mail box at the yard (NOT posted)** within your months notice or by the end of your term ie. 30th September and must be in full working order and a clean condition. Keys/cards received after this period, in a dirty condition or not functioning properly will not be subject to a refund. Any deductions may be taken from the deposit and the balance forwarded within 30 days.
20. We reserve the right to give you immediate notice to vacate your pitch and return your key/access card without reason at anytime. This will be preferably by email or in writing and is non-negotiable.
21. We operate a NO REFUND policy. **Refunds will NOT be given at any point,** for any reason, on any period of storage already paid for, ie. You change your mind, you sell your unit, you move away, you are ill etc. Please do not ask, as we do not wish to offend by refusing.
22. In the event that you encounter a problem entering or exiting, this is usually easily resolved with a telephone call, eg. Your are experiencing difficulty with your key or card, immediate replacement is a possibility). The key in particular can appear notchy if you are not familiar with high security padlocks as per the original demonstration (there is a helpful note attached to the gate as a reminder if you have forgotten and also in your brochure). If you do require manual assistance, with reluctance I will do a call out, at a charge of £75 (only one instance in 17 years has resulted in a padlock replacement, others have all been unfortunately USER error - losing temper, rushing, forcing it etc...I have to be available during the opening hours for 365 days a year so please be prepared for anything between a 30 minute and 3 hours response, approximately but this is not guaranteed, I will endeavor to accommodate you at the earliest convenience. No recompense whatsoever will be offered for delays in access resulting in delayed/cancelled travel expenses.
23. All gas bottles should ideally be removed where possible from your unit and no other noxious, dangerous, hazardous or explosive goods are permitted.
24. By entering into this agreement the Plot (key) holder warrants that he/she has both ownership and legal title to the stored goods.
25. The Site Owner excludes all liability caused by vermin infestation.
26. Dogs are accepted, but please keep them under control at all times and clean up after them.
27. Please remove all of your litter (including dog waste) when you leave, there is no refuse collection.
28. No trading is permitted from the site.
29. I understand that my data is kept in this paper format and contact details on a phone only. None of your details will knowingly be passed onto any other organisation for any purpose other than possibly your tel number onto your close neighbour and visa versa in the event of any onsite accidents which you may or may not be involved in for discussions. After a full accounting year after vacation your paperwork will be stored for HMRC for the required time, being destroyed thereafter. Your details will be immediately deleted from mobile phones after vacating.
30. Units offered for sale whilst they are stored on site MUST be removed for viewing's. Strangers other than service vehicles eg AA, RAC, Green Flag, tyre fitters are not to be brought to the yard as it may compromise security.
31. In the event of you selling your unit, the title of the pitch does NOT automatically transfer to the new owners. The key/card are NOT to be passed on. A new contract must be taken up by them and signed first and they are to be met in the same fashion as you were originally.
32. A renewal reminder will be available on the webpage early August with a reply slip for return before 31st August giving one months notice to vacate or completion and returned with payment by 30th September. All renewals must be paid for in full prior to 1st October.
33. In the interests of security we request that all valuables are removed whilst your unit is left in storage and that you have adequate security to protect your unit and keep it secure, high security door locks, alarm, wheel clamp, hitchlock, tracker, cover etc Signs are around the yard indicating no valuables are left in units.
34. Pitches may be occupied by an alternate vehicle eg your car in the case of a motorhome, when the unit is absent. Prior agreement must be obtained if this is to be a commercial vehicle.
35. Any units on site whose pitch becomes overdue for payment will have their access card blocked. A charge of £25 will be payable for re-instatement in addition to the required annual storage fee or a 10% handling charge if not yet vacated. Once payment has cleared then the card will be unblocked. In the event of non payment by 14th October a Legal Lien will be attached to the unit, and will remain in force until the arrears are settled in full or the Lien is otherwise discharged. In the event of a negative response to notification of the Lien, legal action will be taken to sell the unit via The Torts Interference with Goods Act 1977. The outstanding arrears will be deducted from the proceeds of the sale less any costs. Any remaining balance will be retained to await collection. The Site Owner warrants to seek to obtain the best price available on current market values.
36. We reserve the right to amend/delete/add any aspect of these terms if deemed necessary at any time
37. As a member of any trade organisation (CaSSOA) we reserve the right to withdraw at any time, due to changes of membership, constitution, fee structure or if it ceases to be of benefit. You will be notified, this may or may not affect you (or your Insurance), it is entirely your responsibility to clarify this.

I HAVE READ THE TERMS & CONDITIONS AND FULLY UNDERSTAND THEM

Pitch No

Access card No

I/we confirm that **Third Party Insurance** is in place **copy certificate is enclosed** //(to follow)

Signed Name Date