

## **Making storage easy**

There are a few essential things we would like to bring to your attention that will make using the storage facility at Bletsoe easy and safe for you. They cover the procedures you must follow on your first and subsequent visits and some valuable information on health and safety.

### **Procedures to be followed whilst onsite**

- Please ensure you have signed the visitors book indicating the time of arrival if attending within working hours.
- A high visibility vest must be worn at all times.
- All rubbish must be removed from site.
- No liquids must be tipped into the drainage system.
- If you wish to make use of the facilities please take the appropriate route – as indicated.
- Please sign out in the visitors book indicating departure time.
- Please hand back the high visibility vest if collected on arrival. Failure to do so may result in a charge being added to your account.

### **Using your storage unit**

As you are using a 160 or 320 sq ft storage unit at our Bletsoe Depot you can gain access to it 24 hours a day, seven days a week, 365 days a year. You can take items away and space permitting add new items. For insurance purposes we would appreciate receiving a list of the items you are taking, replacing or adding so that we can adjust your inventory.

When you arrive on site please stop at the gate where indicated on the roadway and use your swipe card on the right hand side swipe reader, make sure you are not over the yellow stop line otherwise the gate will not open. Then turn right after going through the gates and park your vehicle. If you wish to load and/or unload directly to your vehicle from your storage unit, please contact one of the site staff to help you park close to your unit. The site is staffed Monday to Friday, 9.00am to 5.30pm excluding bank holidays.

If you take away all of your property before the end of your storage period please let us know by email, phone or in writing so that we can refund your high visibility jacket deposit, cancel your swipe card coding, change the unit padlock and prepare your final invoice. This may be adjusted in your favour depending on your collection date in relation to your contract period. Please note you will be charged for your occupancy until you inform us that your unit is vacated.

### **Use of your personal Swipe Card**

For access to your property stored in 160 and 320 sq ft units at our Bletsoe site, you need a personal swipe card. Your swipe card is used to gain entry to our storage facility. Your personal storage unit is further protected by padlock. To be issued with your swipe card and a padlock key, all you need to do is to visit the site during office hours (9.00am to 5.30pm, Monday to Friday excluding bank holidays) have your photograph taken and sign for your card.

You can do this on the same day your property is collected from your home or place of business by our transport team, when you deliver your goods to the site yourself or on the day you first require access to your unit. Our staff will show you how to use your personal swipe card to enter the premises and demonstrate how to open and close your storage unit for maximum security. Your photograph is held on our database for on site identification if required. When your storage period finishes, simply return the card and key to us to end your contract.

### **Health and safety at our storage facility**

A storage facility is classed as an industrial site and health and safety regulations apply accordingly. Storing.com sites and facilities comply with the Health and Safety Executive regulations. For your safety, you are required by law to wear a high visibility jacket for the duration of your visit. These jackets are bright yellow with reflective strips over the body and will make you visible to drivers, site staff and other personnel on site.

You will be issued with your jacket when you come to collect your personal swipe card. Perhaps keeping your high visibility jacket in your car would be a good idea, so that you remember to wear it whilst on site. Not wearing your jacket on site could make any third party liability insurance null and void so please remember to bring it with you and wear it on every visit.

There is a £10 (plus VAT) deposit required for every jacket issued that will be refunded to you on the return of an undamaged jacket at the end of your contract period.

### **Electric Pulse Fencing**

We would also draw your attention to the fact that electric pulse fencing surrounds our sites. This is obviously to deter intruders and keep your valuable property safe whilst it is stored with us. As this fencing carries an electric charge - which is not harmful - we would advise staying well away from it during your visits.

For their own safety please keep children and pets inside your vehicle at all times during your visits to the storage facility. This is particularly important during office hours when forklift trucks and lorries are being used around the Bletsoe site. CCTV is in operation at all times and not adhering to these rules may result in a termination of your storage contract. Whilst we take every possible precaution to ensure client safety, storing.com cannot be held responsible for any damage or loss to property, persons or vehicles caused by client negligence or disregard of health and safety regulations whilst on site. If you require any further guidance or advice please call 08000 641642 or ask a member of staff on site during office hours.