

SURE SELF STORAGE

Terms & Conditions (Website Sign-Up Version)

A division of Sure Group

Hessle Road, Hull

Customer Declaration

By proceeding with a booking and creating an account, you confirm that:

- You are at least 18 years of age.
- The information provided is true and accurate.
- You are the lawful owner of the goods being stored or have authority from the owner to store them.
- You have read and agree to the Sure Self Storage Licence Agreement.
- You understand that goods are stored at your own risk.
- You understand that Sure Self Storage does not insure your goods.

Identity Verification

Individual customers must provide a valid passport or driving licence.

Business customers must provide a business name and company registration number.

Sure Self Storage reserves the right to request additional information where reasonably required.

Payments

Storage fees are payable weekly in advance and are collected via our designated payment provider.

Customers must maintain a valid payment method at all times.

Failure to maintain payment may result in suspension of access, termination of the agreement and enforcement action in accordance with the Licence Agreement.

Access

Access is available 24 hours a day, 7 days a week unless otherwise notified.

Access credentials must be kept secure and must not be shared except where the customer accepts full responsibility for the actions of the person given access.

Sure Self Storage reserves the right to amend access arrangements, gate codes and security measures where required.

Prohibited Goods

The following must not be stored:

- Perishable goods unless sealed
- Animals or living organisms
- Flammable or combustible materials
- Firearms or weapons
- Hazardous, toxic or radioactive materials
- Illegal goods
- Compressed gases
- Items emitting odours, fumes or contaminants likely to cause nuisance, damage or risk

Site Rules

- No rubbish may be left on site.
- No goods may be stored outside a container without written permission.
- No smoking inside containers.
- No overnight occupation of containers.
- No use of the site as a residential, business, postal or correspondence address.
- Customers must report damage, incidents or security concerns promptly.

Privacy & Communications

By signing up, you consent to receiving communications relating to your account, payments, access arrangements and site operations by your chosen contact method.

Customer information will be handled in accordance with applicable data protection legislation and the Sure Self Storage Privacy Policy.