



Facility Rules

Thank you for choosing to store with Guardian Storage Essendon and abiding by our Facility Rules:

Office Hours

Guardian Storage is staffed Monday to Friday 9am – 5pm, Saturday 9am – 3pm, Sunday CLOSED.

Access Hours

24 hours, 7 days a week OR

7am – 9pm, 7 days a week.

Access hours are dependent on your Unit location, as advised by Staff.

Accessing the Facility

Please be aware persons entering the premises do so at their own risk. Customers store at their own risk and should follow our reasonable directions.

In and Around the Facility

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.

There are shared zones throughout the Facility so please be aware of others, take care and when driving adhere to the 5km speed limit around the Facility. Pedestrians should be aware of vehicles moving around the Facility.

This Facility is alarmed and monitored at all times. **If you or one of your associates triggers a security or emergency services alarm, a call out fee of \$150 will apply.**

Please be considerate of others. Aggressive, abusive or any antisocial behaviour will not be tolerated.

Smoking is not permitted at this Facility. Pets and animals must be restrained at all times in this Facility.

Your Storage Unit

You keep the key to your storage unit and your goods are stored at your own risk.¹

You must secure your storage unit with a padlock or Bluetooth-enabled locking device.

The Facility's 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.

You must not store hazardous, illegal, stolen, flammable, explosive, environmentally harmful, perishable or living goods or goods that pose a risk to any property or person. This includes lithium-ion batteries or items containing lithium-ion batteries.

You must not access the Facility's electricity supply via power points, extension leads or other measures, unless agreed upon with the Facility. Please contact the Office should you require a power supply.

Your Goods

You must not leave any goods unattended in a common area of the Facility any longer than 48 hours. After this period, we have rights to deal with such goods under the Self Storage Agreement.

Fees

Storage fees must be paid on time. Failure to pay on time will incur late fees and your access to the Facility will be suspended. Please contact the Office should you need to discuss outstanding payments.



Facility Rules

The Facility has the right to sell your goods if you do not pay your storage fees in accordance with your Self Storage Agreement.

Deliveries / Collections

Please contact the office if you wish to have goods delivered to or collected from the Facility.

Any goods received by the Facility for delivery or dispatch will be stored in a designated unsecured area so you should arrange for collection as soon as possible, and, in any event no later than within 7 days following receipt of the goods by us, either for delivery to you or for dispatch. After collecting any deliveries, you must either store the goods in your storage unit or remove them from the Facility.

If the goods are not collected within 7 days, the Facility retains the right to return the goods to the sender and / or otherwise dispose of your goods under the Self Storage Agreement.

Please note any receipt and/or dispatch activities are undertaken at your risk, and the area for delivery and dispatch may be accessed by Facility staff, courier personnel and other members of the public. Although we are authorised to sign for the goods on your behalf, we do not take possession of the goods and we do not take any steps to check the goods or keep them safe. You must comply with, and you must ensure that any third party delivering/collecting the goods complies with, our reasonable directions.

Your Details

Please notify us within 2 business days if your contact details, or the contact details of your Alternative Contact Person change.

Moving Out

When it's time to move out, please provide 14 days' notice of your intention to move out.

You must move out within 24 hours of termination of the Self Storage Agreement.

Please ensure you take all goods with you when you move out. Your unit must be left empty and clean with your lock removed.

Please note rubbish/goods dumped will incur a disposal fee of \$125, with additional labour fees of \$80/hour.

When using the rubbish bins, keep in mind that these are for communal use; Ensure when disposing of goods you do not take up all the bin space. If you have a large amount to dispose of, see our friendly Team at the office to access the dumpster.

Vehicle Storage Specific Agreement

If you have entered into a vehicle self-storage agreement with us, you must not leave your vehicle unattended outside of your parking space at the Facility any longer than 48 hours. After this period, we have rights to deal with any such vehicle under the vehicle storage agreement

You must move out within 24 hours of termination of the vehicle self-storage agreement.