



Facility Rules

Thank you for choosing to store with Caroline Springs Self Storage and abiding by our Facility Rules:

Office Hours

Caroline Springs Self Storage is staffed Monday to Friday 9am – 5pm

Access Hours

6am – 9pm, 7 days a week

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 \$110.00 will apply.

Please be considerate of others. Aggressive, abusive or any antisocial behavior 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.

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. 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 one hour. After this period, we have the right 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.

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

Your Details



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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 7 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 disposal charges apply at a rate to be determined by volume. Any rubbish left in shared zones will incur a disposal fee.

Mobile Self-Storage Agreement

If you have entered into a mobile self-storage agreement with us, these facility rules must be read in conjunction with that agreement, keeping in mind the different definitions and concepts in that agreement.

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