

BOAT, RV & CAR STORAGE FAQ

Can I stop by to view your facility, or do I need an appointment?

You are welcome to stop by during our regular office hours. However, we realize that our hours are limited and may not fit with everyone's schedule. If you cannot come during our office hours, we can arrange an appointment time that is mutually agreeable to tour our facility.

What documentation do I need to rent a space?

We require a government-issued ID (ex: driver's license, state ID, passport).

Do I need to sign a long-term lease?

OUTDOOR - Our outdoor rental spaces are month-to-month, although you may prepay as many months as you would like. In fact we offer a special rate, "Prepay 5 months, get the 6th free!"

INDOOR - We do require that WINTER indoor storage spaces are prepaid for 6 months. Prior to the end of your 6 month storage period, we will notify you that your rental period is expiring. We allow 2 weeks after your expiration date to pick up your property, after the two weeks you will be charged for an additional month(s) until you pick up your property.

What forms of payment do you accept?

Cash, checks, money orders, and all major credit cards. We can charge your credit card monthly for your rent on your due date, if you choose.

Do I need to bring my own lock?

Your property will be stored in a locked limited access area with other vehicles or boats. You will not need a lock.

Do I need to remove my battery for Indoor Storage?

You do not need to remove your battery. We allow you to "trickle charge" your car/RV engine battery while you are indoor for the season. We have a limited number of battery tenders and ask that you bring your own (it must be in good working condition). If you forget your tender we sell new ones that you can purchase in the office store.

Are there items that I am not allowed to store?

Liquids, flammable liquids, toxic materials, perishables, and explosives. Please contact us if you have questions regarding any other item(s).

Am I allowed to run my car/RV while it is inside a building?

No. We understand that you are concerned about the working condition of your car/RV but running a unit inside a building leads to potential problems with the building and other customer's personal property. If you are worried about your coach batteries, speak to management about your concerns.

Does someone have to be in the office to get through the security gates?

No. Your personal gate code will allow you access 7 days a week, between the hours of 6:00 am - 10:30 pm. (Enter access code and *.)

OUTDOOR - You are free to come and go as you please.

INDOOR - If you have informed us that you will be dropping your property off, you may leave it in the outdoor parking area and someone will put it indoor as soon as possible. If you would like to "visit" your property you need to come during office hours in order to gain access to the building where your property is located.

What if I am unable to get in or out of the gate?

If you are unable to get into the gate, it could be a mechanical issue but it could also be that your payment has not been received. If you are having an issue with our gate(s), please call us at 570-226-2824. You MUST leave a message for us to call you back immediately.

How much notice do I need to give before moving out?

OUTDOOR - 10 days notice is appropriate. If you are leaving for the winter or summer season, and are planning to return, please remember to call us prior to returning, so that we can re-enter you into our system and reinstate your gate access.

INDOOR - Please give us at least 2 days notice so that we can arrange to have your property out of the building and waiting for you. If there is heavy snow, severe icing, or heavy rain, we WILL NOT take your unit out of the building. Keep in mind that your

property may be behind other personal property that could be damaged while moving it in inclement weather. We treat every vehicle, boat, and car as if it is our own, and ask that you respect our ability to keep all units in the condition in which they arrived. If it is our choice not to bring your property out of the building for this reason, we will not charge you a fee for staying indoor after your due date.

Will I receive a refund if I move out before the end of my rental month?

We do not prorate a month if you move out early. However, we will refund any full months if you have prepaid months in advance.