

Customer Application Form & Rental Agreement

UNIT No. _____

Customers, please fill in all **PINK** highlighted fields below in BLOCK CAPITALS.

Is rental for an individual or a company	☐ Company ☐ Personal
Personal Name	
Company Name	
Personal Telephone Number	
Company Telephone Number	
Personal Email	
Company Email	
Building No	
Street	
Town	
Postcode	
County	
Vehicle Registration(s)	
Original Photo ID Provided	☐ Yes ☐ No
Photocopied	☐ Yes ☐ No
Original Utility Bill Provided	☐ Yes ☐ No
Photocopied	☐ Yes ☐ No
Best description of items you will put in storage	
Approximate total value of items in storage	£

INTERNAL USE

Storage Unit No.	
Gate Keycode No.	
Rental Start Date	/ /202__ @ AM/PM
Rental End Date	/ /202__ @ AM/PM
Unit Rate Per Week	£
Deposit	£
Payment Method	☐ In Advance ☐ Direct Debit ☐ Standing Order ☐ Bank Transfer ☐ Cash ☐ Card

1. Definitions

- "Customer" refers to the individual or entity entering into an Agreement with the storage facility.
- "Unit" refers to the self-storage space rented by the Customer under the Agreement.
- "Agreement" means the legally binding contract between the Customer and the storage facility.
- "Goods" refers to any items stored by the Customer in the Unit.
- "Site" refers to the physical premises where the Units are located.
- "Operator" refers to the owner of the Site, Drop Lock & Leave Limited.

2. Access Rights

- Customers have 24/7 access to communal compound and their individual Unit unless otherwise stipulated.
- The Operator reserves the right to change the hours of access to the Units or change the rules of occupation and use of the Units as and when is reasonably necessary.
- All Site access may be restricted temporarily for maintenance or emergencies, with no notice.
- The Operator may access any and/or all Units without consent for non-payment, legal or safety issues.
- Customers must secure their Units with their own padlocks. The Operator reserves the right to forcibly open the padlock if it proves necessary to access the Unit for reasons of non-payment of fees, legal or safety issues
- The Operator reserves the right to terminate the Agreement at any time with no notice.
- The Operator reserves the right to reasonable restrict access to the Units by any persons.

3. Prohibited Items

The following items will not be accepted for storage:

- Flammable, explosive, toxic, illegal, or perishable substances/goods.
- Animals, people or animal parts.
- Batteries or power-generating equipment.
- Anything of an illegal nature, including fireworks, explosives, firearms, ammunition, drugs or any dangerous chemicals, inflammable products or combustible materials, food or perishable goods, birds, fish, animals or any living creature or use or do anything in the storage Unit which may become a nuisance or annoyance to anyone.

If the Customer is uncertain as to whether goods fall within the above criteria of prohibited substances, the Customer must seek permission from the Operator before commencing storage of the particular item(s).

4. Insurance Requirements

- Customers must insure their Goods; the Operator does not provide insurance.
- Claims from proven negligence are limited to £1,000 incl. VAT.
- The Operator shall not be liable for any damages to goods stored on the Site caused by the negligence of other Customers or third parties.
- The Customer agrees to indemnify the Operator against any claim or costs incurred by the Operator because of the Customers misuse of the Unit.

5. Payment Terms

- Payment due in advance (weekly or monthly, depending on Agreement).
- Late payment fees of £50 per week apply.
- Non-payment may result in the Unit being forcibly opened by the Operator or their agent, the Customer locked out and disposal of the stored items after 14 days has elapsed from the missed payment date.
- If payment is not made by the due date each month, the Operator reserves the right to refuse entry to the secure storage Unit until payment is made in full. If payment remains outstanding, the Operator reserves the right to seek to recover this as deemed appropriate.
- Minimum disposal fee for emptying a Unit for non-payment: £500 plus standard disposal rates depending on items to be disposed of.
- Rental charges are subject to be reviewed on 1st September each year, at which point they may be maintained at current levels or increased.
- The Operator will be responsible for negotiating directly with Land and Property Services for the payment of all rates in respect of the compound and individual containers located therein. The Customer will pay only a small contribution towards rates calculated by their Unit size in relation to the overall compound rates.

6. Termination

- Customer must give 28 days' written notice to terminate the storage Agreement.

- Units must be vacated in clean, undamaged and rentable condition by the Customer.
- Unclaimed goods left by the Customer will be disposed of under applicable laws and will be charged accordingly by the Operator, minimum charge is £250.
- The Operator reserves the right to terminate the agreement at any time, with no notice.

7. Liability

- The Customer accepts that the Unit is in good condition upon the commencement of the storage and if the Customer notices any damage or defect to the Unit at the commencement of the storage period, the Customer must draw it to the attention of the Operator. The Operator will not accept that the Unit was damaged or defective at the commencement of the storage period unless this is drawn to the Operators attention when the Customer commences use of the storage Unit.
- The Operator accepts no liability for stored Goods.
- Customers must always arrange their insurance for their possessions stored.
- Under no circumstances will The Operator be responsible for any loss or damage incurred to property contained within the Unit.

8. Security Measures

- The Operator will provide 24/7 CCTV and secure gated access (where practical), this is primarily for both Operator and Customer security and safety.
- CCTV recordings are stored by the Operator for a period up to 12 months, any Customer requiring anything from the CCTV archive must put their request in writing to the Operator stating the reasons why they require the footage, it is at the Operators discretion if the footage is released.
- All CCTV footage is stored in line with current GDPR legislation
- Units require Customer-supplied padlocks, this ensures Customers only they have access to their Unit.

9. Customer Responsibilities

The Customer must:

- not obstruct or damage the Site
- keep contact information up to date. If Customers' contact details change, they must notify the Operator immediately
- not sublet or share the Unit without written approval of the Operator.
- report all damage immediately.
- acknowledge receipt of the keys and/or codes for the Unit and agrees to pay all costs associated with replacing keys, locks and codes in the event of these keys/codes being damaged, lost, not kept confidential or not returned when premises are vacated.
- make all reasonable efforts to maintain the storage Unit in good and acceptable condition both internally and externally.
- ensure that all waste is disposed of safely, properly and in a manner compatible with environmental and waste disposal regulations and ensure that such material is not deposited in or around any part of the property
- not carry out any internal alterations to the Unit. This includes installation or addition of fixtures of any kind, electrical works, shelving, painting and plumbing.
- not fix notices, labels, stickers, or advertising/promotional materials of any kind to the external parts of the Unit without written permission from the Operator.
- park any vehicles on an overnight basis or leave cars idling in proximity to the Units for any longer than is required to access, load or unload the Units.
- not loiter in the vicinity of the Units.
- not leave any items outside the Units. Any items left outside the Unit will incur a minimum £50 disposal fee and Site access will be restricted until fee is paid.

10. Facility/Operator Rights

- The Operator has permission to access any Unit for emergency or operational reasons.
- The Operator has the right to relocate goods or transfer Customers goods to an alternative Unit.
- The Operator will always have access to the secure storage Unit for issues including emergencies, inspections, investigations, third party investigations and maintenance. Should locks be added by the Customer, the Operator can request a set of such keys for access. If additional locks are in place and keys for the additional locks are not provided to the Operator, the Operator can forcibly open the additional lock if it proves necessary in the view of the Operator to forcibly open the unit. If this occurs, it is the Customers responsibility to replace their own locks.
- At the end of the storage period as per the Agreement, a thorough storage cabin inspection will be carried out by the Operator, and it will be the responsibility of The Customer to reinstate or make good any damage or alterations which have been caused during the period of the license. There will be no exceptions to this rule.

11. Dispute Resolution

- Disputes to be resolved via negotiation, mediation and if that does not resolve any dispute, the matter shall proceed to arbitration (Arbitration Act 1996). If arbitration proves necessary, an arbitrator shall be appointed by the Law Society of Northern Ireland who will determine the nature of the arbitration process and the arbitrator's findings shall be binding on the Operator and the Customer.

12. Governing Law

- This Agreement is governed by Northern Ireland law.

13. Amendments

- Terms may be updated with 24 hours' notice.

14. Force Majeure

- The Operator is not liable for events beyond the Operator's reasonable control.

15. Data Protection

- All data handled under UK GDPR.
- Data is only used for contract purposes or legal compliance.
- Customers may request access, updates or deletion of their data.

Upon signing this document, you agree to abide by the above Terms & Conditions.

Declaration by Customer: I hereby agree to pay an initial upfront rental charge to cover the cost of the first month and thereafter to pay my rent monthly to Drop Lock & Leave Limited by bank mandate or any other prior agreed payment method on the first working day of each, and every month. Also, I understand and accept the rules and conditions for use and occupation of the storage Unit.

Signed: Customer _____

Print Name (BLOCK CAPITALS): _____

Signed: Drop Lock & Leave _____

Print Name (BLOCK CAPITALS): _____

Date: ____ / ____ / 202____