



Valet Service Rules & Procedures

Welcome to South Beach Storage

Please see below a detailed explanation on how our valet service works. For any questions, please call 0417 775 592.

1. Booking a pickup

To book a pickup SMS 0417 775 592. Quote the Storers name and trailer registration plate of your storage item.

2. When can I book a pickup?

You can book a pickup between 7am – 2:00pm Monday – Friday excluding public holidays.

3. Can I collect afterhours or weekends?

Yes, you can anytime during our standard access hours. If you have booked a pickup time.

4. Can I access the storage item by foot?

Yes, you have access by foot during our standard access hours.

5. What is the notice time required for a booking?

We appreciate as much notice as possible and try to work with all members to make everything possible, however we do require a minimum of 24 hours' notice to make a booking. If you are making a booking on a weekend, please let us know before 2pm on the Thursday before the weekend.

6. When are you not available?

We are not available weekends, public holidays or outside of the hours 7am-2:00pm. If there are any other days or times, we are not available, you will be notified by either email or SMS.

7. Where will the storage item be when I collect?

Your storage item will be placed in the designated pickup / drop off zone or in a storage area that is easily accessible.

8. When can I return my storage item?

Anytime you like during our standard access hours but please inform the facility manager on 0417 775 592.

9. Can I place a lock on my storage item?

Yes, however please provide a spare key to the office.

10. Where shall I put my storage item when I return it?

Please return your storage item to the designated pickup / drop off zone

11. Office

Office open hours vary but are generally from 7am – 3pm, Monday – Friday. The facility manager is available for emergencies outside of these hours. Facility manager can be reached on 0417 775 592

Facility Manager
Sam – 0417 775 592