

## **Frequently Asked Questions**

### **Q - How long can I stay in store?**

A – Our minimum storage period is two weeks. We do not have any maximum period.

### **Q - How do I arrange to get a storage unit?**

A - Ring in advance to check availability, then book your unit for a day convenient to you.

### **Q – What are the sizes of your units?**

A - The Standard Unit is approximately 7ft 6in high x 7ft deep x 5ft wide. The Half Depth Unit is approximately 7ft 6in high x 3ft 6in deep x 5ft wide. The Half Height unit is approximately 3ft 6in high x 7ft deep x 5ft wide.

### **Q- What do I need to bring in to rent out a unit?**

A– You need to bring in two forms of ID, one with a current address and one with a photograph. You will also need to bring in cash or a card to pay the first invoice, taking you to the end of the current month .

### **Q - How do I pay for my storage?**

A – The first payment can be made by card or cash. After that, a Direct Debit is set up and payments taken calendar-monthly.

### **Q - What items can't be stored?**

A – The following items CANNOT be stored:

- Food or other perishable goods unless securely packed so that they are protected from vermin;
- Birds, fish, animals or any other living creatures;
- Combustible or flammable materials or liquids such as paint, petrol, oil or cleaning solvents;
- Explosive weapons or ammunition;
- Chemicals, radioactive materials, biological agents;
- Toxic waste, asbestos, or other materials of a dangerous nature;
- Any item which emits any fumes, smell or odour;
- Any illegal substances, illegal items or goods illegally obtained;
- Compressed gases.