



Facility Rules

2025

Before storing your goods, please read and observe the important notes throughout this document regarding our storage facility!

Like and follow us on **facebook** and/or *Instagram* to keep up with the latest updates and notices!

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HOURS & ACCESSING THE PARK

- **OFFICE HOURS:** Monday to Friday 9am to 5pm, Saturday 9am to 1pm. *We are closed on Sundays and Public Holidays.*
- **ACCESS HOURS** 24/7, as long as your account is up to date.
- **CUSTOMERS, CLIENTS & VISITORS** entering the Park do so at their own risk and should follow our reasonable directions.
- **GATE CODE** will be sent to you via text message and emailed on move-in. Remember the hash key “#” at the end.
- **USING YOUR GATE CODE** into and out of the park will be recorded in our system. For your safety and in the case of a fire, we can clearly know who is on-site and where you’re most likely to be; so, the Emergency services can be given an exact figure of who needs to be accounted for.
- **MULTIPLE ENTRIES** are allowed, but the boom gate opens for only one vehicle at a time. Follow the instructions below for the correct method of entering and exiting the park with multiple vehicles.
 1. Key your gate code in the keypad and waive your guest / removalist truck through.
 2. Once the boom gate begins to close put your gate code in again and enter the Park.
 3. Repeat the same method on the exiting keypad.
 4. If they need to leave before you, then please accompany them to the keypad and enable them to exit.
- **TAILGATING** through the gate is **NOT** allowed and please **DO NOT** let other vehicles or customers in/out without permission. **Damage Fee may apply.*
- **SECURITY METAL GATE** will be shut after hours and all-day Sunday and on Public Holidays.
- **ACCESS DENIED** at the gate is usually due to non-payment or arrears. An SMS will be sent to your mobile number requesting a credit card payment to reactivate your access to the Park. Alternatively, please contact the office for assistance.

IN & AROUND THE PARK

- **OUR STORAGE PARK** is continuously monitored and secured with 24-hour CCTV surveillance. Please note, the inside of your storage unit may be visible on camera if the door to your unit is open.
- **ROAD:** For the safety of our customers, our clients and dog training, please be aware of others, follow the one-way road system and keep your speed to 10kms as this will minimise any accidents and dust, rocks, mud, etc., being raised by vehicle movements around the park. Pedestrians should be aware of vehicles moving around the park.
- **DOGS** must always be kept on a leash due to our proximity to a National Park. Please be mindful of not disturbing the dog training classes when driving through the Park.
- **CHILDREN** must be supervised at all times and accompanied by an adult.
- **RUBBISH** must be taken with you. Please do not use the bins in the Park.
- **PUBLIC TOILETS** are located near the Mushroom Farm.
- **THE WASH BAY** is free to use. For more information, please refer to the “*Vehicle Cleaning*” article in our Storage Tips document.
- **SMOKING** is not permitted inside your units
- **FOUL BEHAVIOUR** (such as being aggressive, abusive or antisocial) will not be tolerated - please be considerate of others.
- **ANY SUSPICIOUS ACTIVITY** should be reported to the office as soon as practicable.

YOUR STORAGE UNIT

- **YOUR GOODS** are stored at your own risk and must be kept within your designated space only. Items are not permitted on top of or outside the units. Please note, if items are left outside, we have the right to deal with such goods under the storage agreement.
- **PROHIBITED GOODS** (such as hazardous, illegal, stolen, flammable, explosive, environmentally harmful, perishable, living goods or any other goods) that pose a risk to any property or person **must** not be stored onsite. This **includes** lithium-ion batteries or items containing lithium-ion batteries.
- **ELECTRIC VEHICLES** (e-bikes, e-scooters, etc.) **must** not be connected to a power supply (including solar panels) inside your unit.
- **DRILLING HOLES** inside the units is **STRICTLY** prohibited and will incur a damage fee.
- **ALWAYS SECURE YOUR UNIT** with a padlock and retain the key. This ensures your safety and the protection of your belongings.
 - * Locks can be purchased from the office (key locks, combination locks, and lock boxes)
- **A COMPLIMENTARY MOISTURE ABSORBER** will be supplied inside the unit/container prior to move-in.
 - * Extra Moisture Absorbers can be purchased from the office at \$3.50 each (Scents Available: Blue Lily, Lavendar & Lemon).
 - * Commercial Moisture Absorbers can be purchased from any hardware stores.
- **MOISTURE LEVELS** in your unit depend on your belongings and air circulation. For more information, please refer to the “*Container Rain*” article in our Storage Tips document.
- **SLEEPING OVERNIGHT** inside our units/container is **NOT** allowed and may lead to termination of your Storage Agreement with us.

YOUR VEHICLE SPACE

- **YOUR VEHICLE** is stored at your own risk and must be parked only in your assigned space. No items other than your designated vehicle are allowed in your space. If you find another vehicle in your space, please contact the office or the after-hours contact for assistance.
- **VEHICLES CONTAINING LITHIUM-ION BATTERIES** must have their own Battery Management System (BMS) and a regulator or an automatic thermal shut-down system. The batteries should also be properly isolated to prevent short circuits and ensure safety.
- **VEHICLE EXCEEDS** the advised dimensions upon move-in, you may need to upgrade to a larger site and adjust to the correct rate. Please note, the total length includes the drawbar and any attachments on the back of your vehicle (e.g., from tip to tail).
- **CONCIERGE SERVICE** is not offered at our location. We recommend bringing someone with you to assist in backing your vehicle into your designated space.
- **ENSURE THE VEHICLE** is free from any oil or grease leaks.
- **UNAUTHORISED VEHICLE** left in the park, other than in your designated area, will attract additional storage fees.
- **VEHICLE RELOCATION** may be required due to ground maintenance, repairs, or other reasons. We will provide you with ample notice in advance.
- **ANY GOODS**, including vehicle covers, left unattended and not collected within a specified timeframe will be removed. To prevent your cover or items from being blown away, damaged, or stolen, we recommend taking them home with you.
- **SLEEPING OVERNIGHT** in your vehicle is **NOT** allowed and may lead to termination of your Storage Agreement with us.
- **TRAVELLING** for an extended period, please inform the office. We highly recommend leaving your keys to your vehicle with someone local and someone you trust who can move the vehicle in case of an emergency or any ground maintenance.
- **WORKS TO YOUR VEHICLE:**
 - **MAJOR:** such as any external repairs, renovations, rebuilds, or any additions, etc., cannot be carried out onsite due to environmental and safety concerns.
 - **MINOR:** such as small repairs, maintenance, cleaning, changing a tyre, and any minimal work that won't affect others are allowed, however please check with the office beforehand. Also, if there's not space on either side of your vehicle, we suggest moving the vehicle forward, to the wash bay, out onto Council's land at the front or taking it home to prevent any possible damage to neighbouring vehicles. Please be mindful when using a ladder, especially in windy conditions.

PAYMENTS & FEES

- **STORAGE FEES** must be paid on time. Failure to make payment by the due date will result in an automatic suspension of access to the park once the account is **4 days overdue**. Additionally, your storage unit or goods may be overlocked until full payment is received. WWSP reserves the right to refuse access if fees are not paid promptly. Furthermore, if payments remain unpaid after 42 days, your goods may be sold at auction to recover any outstanding balance on your account (refer to the default clause in the contract). Please contact the office should you need to discuss outstanding payments.
- **PAYMENTS** can be made via autopay, bank transfer*, online, phone, or in person with credit card or cash (no change given).
**Please note that any bank transfers take 2-3 business days to manually process.*
- **FOUR DAYS OVERDUE** will automatically trigger our gate system and your access to the park will be suspended until full payment is received.
- **ADDITIONAL FEES** may apply:
 - **SURCHARGES** applies on all debit and credit cards (including autopay payments)
 - **FAILURE TO MOVE IN** will incur an admin fee of \$30.00
 - **REGISTERED POST** \$20 per default letter sent
 - **CLEANING FEE** starts from \$40.00
 - **WASTE REMOVAL** starts from \$50.00
 - **DAMAGE COST** will be determined after inspection

MOVING OUT

- **FOURTEEN (14) DAYS NOTICE** is required before moving out from your space for the FULL refund of the **Security Deposit** (as long there has been no damage done to the property nor any monies owing on your account).
- **MOVING OUT FROM A STORAGE UNIT/CONTAINER:**
To ensure that you have a smooth move-out process, please remove all items from your storage unit (including your padlock), broom sweep the storage unit then close the doors. Moisture Absorbers must be disposed of down the toilet or poured into the bathroom sink, and not on the ground outside (as they contain chemicals). Also, before you go, please check the ground outside that all little bits and pieces have been picked up.
** Please note, any spills, damage or any items/rubbish left in or out of the storage unit will incur a fee.*
- **MOVING OUT FROM A VEHICLE SITE:**
To ensure that you have a smooth move-out process, please ensure your site is cleared of your goods (including wheel chocks, cover, rubbish, etc). And, if you discover your vehicle has leaked on the ground, please rectify the problem before vacating.
** Please note, any leaks, damage or any items/rubbish left on the site will incur a fee.*
- **SEND US A PICTURE** of your empty space along with your site number via a text or email, so we can complete the move out procedure.
- **AN INSPECTION** of your space will be conducted before any refund is processed and returned.
- **ANY DAMAGE, SPILLS, LEAKS OR ITEMS/RUBBISH LEFT** in your space will incur a fee, which will be charged to your account.
- **YOUR BANK DETAILS** are required for processing any refunds after you've vacated. The refund will include any pre-paid rent and, if applicable, your Security Deposit, which will be calculated accordingly.

YOUR STORAGE AGREEMENT WITH US

- **NOTIFY US WITHIN 2 BUSINESS DAYS** of any changes to your contact details or the details of your Alternative Contact Person (ACP).
- **ALTERNATIVE CONTACT PERSON (ACP)** will be contacted to discuss your goods and/or your arrears if you are uncontactable.
- **NOTICES & URGENT UPDATES** will be emailed and/or texted to your nominated email address/phone number.
- **INSURANCE:** Whilst we aim to offer the best security and services, we highly recommend getting insurance, as we are not liable for any loss or damage/s to your goods while in storage. Please note, if storing your vehicle at the park, please notify your insurance company that your vehicle is being stored at a secured storage facility, as this may reduce your premium. In the event of a "Force Majeure", we agree to use all reasonable endeavours to minimise any disruptions to your stored item/s in the park.
- **AFTER HOURS EMERGENCY CONTACTS** are Susan (Manager) 0451473717 & Shaz (2IC) 0421000420.

Please note, any VIOLATION of the Storage Agreement, Facility Rules, or Non-Payment of rent when due shall be cause for eviction.