

Making storage easy

There are a few essential things we would like to bring to your attention that will make using our storage facility at Twinwoods Business Park easy and safe for you. They cover the procedures you must follow on your visits and some valuable information on health and safety.

Procedures to be followed whilst onsite

- Please ensure you have signed the visitors book indicating the time of arrival.
- A high visibility vest must be worn at all times.
- Ensure all loading and unloading is completed within the designated area.
- If you wish to make use of the facilities please take the appropriate route – as indicated.
- Upon leaving please inform a member of staff so your unit can be re-sealed.
- Please sign out in the visitors book indicating departure time.
- Please hand back the high visibility vest if collected on arrival. Failure to do so may result in a charge being added to your account.

Using your storage unit

As you know the smaller units (10 or 35 sq ft) are used for deeper, longer-term storage and therefore access is limited. These units, kept at Twinwoods Business Park can only be accessed during site hours (11.00am to 3.00pm, Monday to Friday excluding bank holidays) and we require at least 24 hours notice so that we can bring your unit out of stacked storage. If you remove or add goods to these units we would like a written list of those items so that for insurance purposes we can adjust the inventory you supplied at the start of the contract.

If you take away all of your property before the end of your storage period please let a member of staff know while you are on site so that we can change the unit padlock and prepare your final invoice. This may be adjusted in your favour depending on your collection date in relation to your contract period. Please note you will be charged for your occupancy until you inform us that your unit is vacated.

Health and safety at our storage facility

A storage facility is classed as an industrial site and health and safety regulations apply accordingly. Storing.com sites and facilities comply with the Health and Safety Executive regulations. For your safety, site staff may ask you to wear a high visibility jacket for the duration of your visit.

These jackets are bright yellow with reflective strips over the body and will make you visible to drivers, site staff and other personnel on site. Not wearing your jacket on site, if requested by storing.com personnel to do so, could make any third party liability insurance null and void so please wear the jacket at all times.

Maximum protection for your valuables

With initial personal photo identity entry, on-site security personnel and all the very latest security technology, you can rest assured that your property and valuables are in the safest place they can be.

Our sophisticated Red Care alarm system, recommended by our insurers, is combined with 24 hour motion activated Closed Circuit TV (inside and outside) to deter intruders. Security guards are also on site day and night, 365 days per year.

If you require any further guidance or advice please call 08000 641642 (during office hours which are 9.00am to 5.30pm, Monday to Friday excluding bank holidays) or ask a member of staff when on site.