



Terms and Conditions

For the Licence to Self-Store Goods · Version 3.0 · effective 1 August 2026

AAA Storage Solutions Ltd, registered in England and Wales, company number **13574668**

Registered office: Avroe House, Avroe Crescent, Blackpool, FY4 2DP

Site: Dickies Lane South, Blackpool, FY4 5LG

ICO registration number: ZB358083

info@aaastoragesolutions.co.uk · 07398 654307

These terms apply to your licence to store goods with us. Please read them before you sign. They form part of your agreement with us, together with **Your Agreement Details** — the licence agreement document that sets out your name, your unit, your price, your start date and your deposit, which we generate when you sign up and send to you.

Which version applies to you. These terms apply to agreements made on or after 1 August 2026. If your agreement started before that date, your existing terms continue to apply until one month after the date we email you about this change; from then on, these terms apply.

1. Definitions

- 1.1 "We", "us", "our"** — AAA Storage Solutions Ltd.
- 1.2 "You", "your"** — the customer named in Your Agreement Details.
- 1.3 "Your Agreement Details"** — the licence agreement document recording your details, your Unit, your price, your billing frequency, your Start Date and your Deposit. You receive a copy when you sign, and it is always available in your online account.
- 1.4 "The Unit"** — the storage container or space allocated to you, as identified in Your Agreement Details. We may allocate you a different unit under clause 9.
- 1.5 "The Site"** — our storage site at Dickies Lane South, Blackpool, FY4 5LG.

- 1.6 **"Goods"** — anything you store in the Unit at any time during this agreement.
 - 1.7 **"Start Date"** — the date your licence begins, as shown in Your Agreement Details.
 - 1.8 **"End Date"** — the date this agreement ends, however it ends.
 - 1.9 **"Licence Period"** — the period from the Start Date to the End Date.
 - 1.10 **"Licence Fee"** — the recurring fee for your Unit shown in Your Agreement Details, as varied under clause 6.9.
 - 1.11 **"Billing Date"** — the date each Licence Period renews, calculated under clause 6.2.
 - 1.12 **"Deposit"** — the security deposit shown in Your Agreement Details.
 - 1.13 **"Access Card"** — the card we issue you for entry to the Site.
 - 1.14 **"Your Account"** — your online account, accessible through our customer portal or our mobile app.
 - 1.15 **"Charges Schedule"** — our published list of standard one-off charges, available on request and in Your Account.
 - 1.16 Words defined in Your Agreement Details have the same meaning in these terms.
-

2. What this agreement is

- 2.1 This agreement gives you a **licence** to store Goods in the Unit. It is not a lease or a tenancy. It does not give you any interest in the Unit, the Site, or any right of exclusive possession, and you have no right to remain in any particular unit.
- 2.2 We are not a bailee of your Goods. We do not take custody of them and we never handle them, except as expressly permitted by clauses 3.3, 8.5 and 11.
- 2.3 The minimum Licence Period is **one week**. We do not let units for shorter periods.

2.4 How you pay depends on how long you are staying. A higher Deposit applies to lettings of less than one month (clause 7.2).

- (a) If you are staying for **less than one month**, you pay for the whole period **in advance** when you sign up. There is no Direct Debit, and no notice to give — see clause 10.1(b).
- (b) If you are staying for **one month or more**, you pay on a recurring basis, **weekly or monthly**, as shown in Your Agreement Details. You may instead choose to pay for several periods in advance (clause 6.7) — if you do, the ordinary rules on notice and refunds in clauses 10.1(a) and 10.3 still apply, and the short-letting rules in clauses 7.2 and 10.3 do not.

3. Access to the Site and your Unit

- 3.1** You may access the Site 24 hours a day, 7 days a week using your Access Card, unless we tell you otherwise or your access is suspended under clause 8. Our office is open for enquiries 9am–5pm Monday to Friday, or such other times as we decide.
- 3.2** Only you, and people you have authorised in writing or who are with you, may access the Unit. You are responsible for everything anyone you allow onto the Site does. We may refuse access to you or to anyone with you at any time if we think the safety of any person on the Site, or the security of any unit or its contents, is at risk.
- 3.3** You allow us, our agents and our contractors to enter the Unit — and if necessary to cut the lock to do so — where we have given you **seven days' notice** that we intend to inspect the Unit or carry out repairs, maintenance, alterations or replacement of the Unit or any part of the Site. We do not need to give you notice if:
 - (a) we reasonably believe the Unit contains Goods described in clause 4.1 or 4.2;
 - (b) entry is incidental to our rights under clauses 8.5, 9.3 or 11;
 - (c) entry is needed to prevent injury or damage to people or property;
 - (d) we are required to enter by the police, the fire service, the local authority, or a court order; or
 - (e) there is an emergency.

3.4 Access Cards.

- (a) We issue Access Cards to **you**, not to a particular unit. One card gives you access to the Site, and it continues to work if you move to a different unit.
- (b) If your card is lost, stolen or damaged, **tell us immediately**. We will cancel it at once and it cannot be reactivated afterwards, even if you find it — we will issue you a new one. A replacement is charged at the rate in the Charges Schedule.
- (c) When your last agreement with us ends, all of your Access Cards are cancelled and deleted.
- (d) Do not lend your Access Card to anyone. You are responsible for anything done using it.

3.5 Opening the gate from your phone. You may be able to open the gate from our mobile app or from Your Account on our website. This only works when you are physically at the Site, and it will not work while your access is suspended under clause 8. It is a convenience, not a guarantee — if it does not work, use your Access Card. We do not accept liability for the app or the website being unavailable.

3.6 Children on the Site. Anyone under the age of 18 must be accompanied and supervised by an adult at all times while they are on the Site. The Site is a working yard with moving vehicles, heavy container doors and other hazards, and it is not a place where a child can safely be left unattended, including in a parked vehicle. You are responsible for the safety and the behaviour of anyone under 18 whom you bring onto the Site or allow onto it, and we may refuse access to, or ask to leave, anyone who is not supervised as this clause requires.

4. What you may and may not store

- 4.1** You must not store anything that, in our opinion, puts at risk the safety of any person on the Site, or the security of any unit or its contents.
- 4.2** You must not store: living creatures; perishable goods; dangerous, highly flammable, explosive, volatile, toxic or noxious substances; illegal goods; firearms or ammunition; cash or securities; or anything else we have not approved.
- 4.3** You confirm that the Goods are yours, or that you have the owner's authority to store them and to deal with them under this agreement.
- 4.4** Smoking, vaping and naked flames are prohibited within 5 metres of any storage unit.

5. Using your Unit

5.1 You must use the Unit only for storing Goods.

- (a) **Storing goods for your business is permitted** — stock, tools, equipment, vehicles, records and similar.
- (b) **Working from the Unit is not.** You must not carry on any trade, business or activity *in or from* the Unit — for example repairing or servicing vehicles, manufacturing, workshop work, or receiving customers or the public at the Unit, unless we agree otherwise in writing.
- (c) The Unit may not be used as a business address, a trading address, or a registered office.

5.2 You must not do anything that causes nuisance, inconvenience or annoyance to us, to other customers, or to anyone else on the Site. You are responsible for any damage to our property or anyone else's, and for any injury to any person, caused by you or by anyone you allow onto the Site.

5.3 You must not part with possession of, sell, assign, mortgage, sub-let or share the Unit or any part of it.

5.4 You must remove all rubbish resulting from your activities on the Site and keep the area around the Unit clear and tidy. If you do not, we may charge you for cleaning or rubbish removal at the rate in the Charges Schedule.

5.5 **Your padlock.** You must provide your own secure padlock and keep the Unit locked whenever you are not in it. You must not place a padlock in our overlocking position — if you do, we may have it cut off and charge you for doing so, at the rate in the Charges Schedule. Where applicable, you must secure the Site's external gates and doors behind you.

5.6 We are not responsible for locking an unlocked Unit, or for looking after your key. Do not give your key to anyone other than your own agent, who acts for you and under your control. If you do, you do so at your own risk, whether or not that person is our employee or agent. Anyone holding your key acts as your agent only.

5.7 **If you lose your padlock key,** tell us as soon as you can. If we cannot help, you must arrange for a locksmith to remove the lock without damaging the Unit or the lockbox. If the Unit is damaged during entry, you must pay us the cost of the repairs.

5.8 You must not alter or modify the Unit in any way, or attach anything to it.

- 5.9** Mains services are not connected to the Unit. You must not attempt to arrange a temporary or permanent connection of any mains service to the Unit under any circumstances.
- 5.10** You are responsible for loading and unloading the Unit.
- 5.11** You must comply with the Site's operational rules, which we may display at the Site or send to you.
- 5.12** At our request you must move the Goods to another unit we designate. If you do not, we may move them ourselves, acting as your agent.
-

6. Fees, payment and billing

- 6.1 Prices include VAT.** All fees we quote are VAT-inclusive. Your VAT invoice is issued through our accounting system, which sets the invoice number and the VAT breakdown. Deposits are VAT-exempt and no VAT is charged on them.
- 6.2 Your billing cycle runs from your own Start Date, not from the 1st of the month.** If your Start Date is the 17th, your Billing Date is the 17th of each following month (or the last day of a shorter month). If you are billed weekly, your Billing Date is the same day of the week as your Start Date. Your billing cycle stays with you if you move to a different unit (clause 9.2).
- 6.3 You pay in advance.** The full Licence Fee for your first period is payable on or before your Start Date, whatever day of the month you start — we do not pro-rate the first period. Each following period is payable in advance on your Billing Date.
- 6.4 Payment methods.** You may pay by:
- (a) **Direct Debit** — collected automatically. We will notify you in advance of each collection, normally about seven days before, in line with the Direct Debit Guarantee.
 - (b) **Card**, using the secure payment link we send you or the "Pay" option in Your Account.
 - (c) **Card in person** at the Site.
 - (d) **Cash or bank transfer.**
 - (e) **Payment in advance ("prepaid")** — see clause 6.7.

- 6.5 We do not accept part payments.** An invoice must be settled in full. If you cannot pay an invoice in full, contact us before the due date rather than paying part of it — a short payment will be declined.
- 6.6 Clear funds.** No payment is made until we have received cleared funds. If you pay by bank transfer you must identify the payment as we direct, so we can match it to Your Account. We are not liable to you, and you must cover our reasonable costs, if we take enforcement steps (including under clause 8.5) because you did not identify a payment.
- 6.7 Prepaid terms.** If you pay for a number of periods in advance, no Direct Debit is set up and we take no automatic payments. Your Account shows the date you are paid until. We will remind you seven days before that date and again on the day. To continue storing with us after that date you must pay for a further period; if you do not, clauses 8 and 10 apply as if a Licence Fee were overdue.
- 6.8 Recurring extras.** Racking hire and any other recurring extra is charged with your Licence Fee at the rate in Your Agreement Details.
- (a) If you **add** racking part-way through a period, we invoice the extra immediately, charged by the day from the date you add it until your next Billing Date (or your prepaid-until date).
- (b) If you **remove** racking, the reduction takes effect from your next invoice. We do not credit the current period.
- 6.9 Changing our prices.** We may change the Licence Fee at any time on giving you written notice. You may end this agreement without charge at any time before the new fee takes effect.
- 6.10 One-off charges.** Charges for replacement Access Cards, padlocks, lock removal, cleaning, rubbish removal and similar items are set out in the Charges Schedule. We will tell you the amount before charging it wherever we reasonably can.
- 6.11 Your costs on default.** You are responsible for our reasonable costs of collecting late or unpaid fees, or of enforcing this agreement, including postal, telephone, inventory, debt collection and staff costs and reasonable legal and professional fees.

7. Deposit

- 7.1** You pay the Deposit shown in Your Agreement Details as security for your obligations under this agreement. We do not pay interest on it.

7.2 Short lettings carry a higher Deposit. If you are taking the Unit for **less than one month** (clause 2.4(a)), the Deposit is the higher amount shown in our Charges Schedule and in Your Agreement Details. This reflects the greater cost to us of clearing and restoring a unit at the end of a short letting. This applies to lettings starting on or after 1 August 2026 — if you were already storing with us before then, we will not ask you for a further deposit on your existing unit.

7.3 We may deduct from the Deposit any of the following: We will tell you what we have deducted and why.

- (a) the cost of repairing or replacing damage to the Unit, or to any racking or other equipment we have hired to you, caused by you or anyone you allow onto the Site;
- (b) the cost of cleaning the Unit, or removing rubbish or Goods left behind;
- (c) **any Licence Fee, charge or other sum you owe us.** Where we apply the Deposit to sums you owe, we apply it to your oldest unpaid invoice first and tell you which invoices it settled;
- (d) the cost of replacing any Access Card you have not returned to us;
- (e) our reasonable administrative costs of dealing with a default by you;
- (f) any other sum properly due to us under this agreement.

7.4 Refunding the balance. We refund the balance of the Deposit within **30 days** of the End Date, once you have removed all Goods and returned the Unit under clause 11. We refund it to the card you paid with where we can, or otherwise by bank transfer to an account you nominate.

7.5 If we hold the Unit for you before your Start Date and you then decide not to proceed, we may retain a reasonable amount from the Deposit to reflect the period the Unit was unavailable to other customers. We will tell you the amount and how we calculated it.

8. Late payment, arrears and suspension of access

- 8.1 Failed Direct Debit.** We do not charge you for a **first** failed or returned Direct Debit collection — we simply try again, where the payment provider allows it. If a **second** collection then fails, we charge a fee of **£10**, to cover the provider's charges to us and our administration. The fee applies only to collections of your Licence Fee, not to one-off charges, and we charge no more than one such fee in any one day, however many Units you have with us. The fee is invoiced to you and is payable like any other invoice.
- 8.2** If a second collection attempt fails, we suspend your Direct Debit arrangement and send you a card payment link instead. You must then pay by another method until a new Direct Debit is set up.
- 8.3 Do not cancel your Direct Debit without telling us first.** Payments continue until you tell us you are leaving (clause 10) or we agree otherwise. Cancelling without notice will cause failed collections and the fee in clause 8.1.
- 8.4 Suspension of access after 14 days.** If any payment is overdue by more than **14 days** we may suspend your access to the Site until everything you owe is paid. In practice this means:
- (a) your Unit is locked;
 - (b) **all of your Access Cards are deactivated** — if you have more than one Unit with us, this suspends your access to **all** of them, not only the one in arrears;
 - (c) the Licence Fee continues to accrue for as long as your Goods remain in the Unit; and
 - (d) as soon as everything you owe is paid, your access is restored automatically. You do not need to ask us.
- 8.5 Lien and sale.** We may exercise a lien over the Goods for any sum you owe us. If, after written demand giving you **not less than 60 days** to pay, you still have not paid, we may enter the Unit as your agent, remove the Goods and sell them. We may keep the proceeds towards what you owe and towards our costs of taking that action, and we will account to you for any surplus. You indemnify us against any claim by a third party whose property we sold in the good-faith belief that it was yours (which is presumed unless shown otherwise).

- 8.6 Interest on overdue sums.** Where any sum remains unpaid **more than 28 days** after its due date, we reserve the right to charge interest on it at **4% a year above the Bank of England base rate** from time to time. Interest is calculated from the **original due date** until payment. We do not normally charge interest, and we will always tell you before we start to.
- 8.7 Late payment fee — card and bank transfer.** If you pay by card or bank transfer and a Licence Fee invoice is still unpaid **14 days** after its due date, we charge a fee of **£10**, to cover our administration. We will have reminded you before then and told you that the fee is coming. The fee applies only to your Licence Fee, not to one-off charges, and we charge no more than one such fee at a time, however many Units or unpaid invoices you have. It does not apply to prepaid terms, which are covered by clause 6.7. The fee is invoiced to you and is payable like any other invoice.
-

9. Changing your Unit

- 9.1** If you want to change to a different unit, and one is available, we will try to accommodate you, provided you return the original Unit clean and in good condition. If no alternative unit is available we may end this agreement under clause 10.2, but you cannot claim against us for the cost of arranging storage elsewhere.
- 9.2 When you move to a different unit, your billing cycle does not change.** Your Billing Date stays the same. We charge or credit only the **difference** in price for the complete weeks remaining in your current period: if the new unit costs more, we invoice the difference; if it costs less, we credit it; if the price is the same, nothing changes.
- 9.3** We may require you to move to a different unit (clause 5.12). If we do, and the new unit costs more, we will not increase your Licence Fee.
- 9.4 Repairs.** Do not attempt to repair the Unit. Tell us immediately about any loss, damage or repair needed. We will deal with repairs as soon as reasonably practicable or, at our discretion and subject to availability, offer you an alternative unit. We may suspend your use of a unit needing repair until the work is done. A need for repair may be a fair reason to end this agreement, but you cannot claim against us for the cost of arranging storage elsewhere.

10. Ending this agreement

10.1 Ending this agreement.

- (a) **If you pay on a recurring basis** (clause 2.4(b)), either of us may end this agreement by giving the other **not less than 14 days' written notice**, at any time.
- (b) **If you have paid in advance for a fixed period** (clause 2.4(a)), you do not need to give notice — this agreement ends on the last day of the period you have paid for, and **your access to the Site ends when that period ends**. If you want to keep the Unit beyond that date you must pay for a further period before it ends, or ask us to move you onto a recurring arrangement. We will remind you seven days before and on the day.
- (c) Notice may be given by email or through Your Account (clause 15).

10.2 We may end this agreement immediately if:

- (a) you materially breach this agreement and, where the breach can be put right, you have not put it right within 14 days of us asking you to;
- (b) you become bankrupt, or (if you are a company) go into liquidation or administration, or any distress or execution is levied against you;
- (c) you make a general or special arrangement or composition with your creditors; or
- (d) you put our interest in the Unit at risk by anything you do or fail to do.

10.3 What you get back when you leave.

If this agreement ends part-way through a period you have paid for, we credit you for each **complete unused week** from the End Date, at your weekly rate. **Part weeks are not credited**. If you are billed monthly, your weekly rate is your monthly fee divided by 4.33. **Short lettings are not refundable**. If you took the Unit for less than one month and paid in advance under clause 2.4(a), we do not credit or refund any part of the Licence Fee if you leave before the end of the period you have paid for. Your Deposit is still refundable under clause 7.4, less any deductions under clause 7.3.

10.4 We apply credits to what you owe first.

Any credit under clause 10.3, clause 9.2 or otherwise is applied automatically against your unpaid invoices, oldest first. We refund only the balance left after that, by bank transfer or cash, once you ask us and confirm your account details.

10.5 If we end this agreement under clause 10.2, we may deduct our actual losses and reasonable costs from any credit or Deposit due to you. This includes the cost of clearing, cleaning and restoring the Unit and of re-letting it.

10.6 If you die or lose capacity.

- (a) If you die, this agreement does not end automatically. Your personal representatives should tell us as soon as they can. We will deal with your personal representatives on production of a grant of probate or letters of administration, or with anyone else who satisfies us that they are entitled to deal with your Goods.
- (b) If you lose mental capacity, we will deal with your attorney under a registered lasting or enduring power of attorney, or with a deputy appointed by the Court of Protection, on production of the relevant document.
- (c) Until someone has established their authority under (a) or (b), **we may refuse access to the Unit to anyone**, including someone holding your key and Access Card.
- (d) The Licence Fee continues to accrue while the Goods remain in the Unit.
- (e) **We are not liable for allowing access to, or acting on the instructions of, any person presenting a valid key and Access Card before we have been told that you have died or lost capacity.**

10A. Your right to cancel within 14 days

This section applies only if you are a consumer — that is, you are storing goods for purposes outside any business you carry on. It does not apply to business customers.

10A.1 This section applies only where this agreement was concluded away from the Site — for example where we sent you a sign-up link and you completed it without visiting us. If you signed up while at the Site with our staff present, this section does not apply and you have no automatic right to cancel. Your Agreement Details record which of the two applies to you. Where this section does apply, you have the right to **cancel this agreement within 14 days**, without giving a reason, and the 14 days run from the day you sign.

- 10A.2 How to cancel.** Tell us before the 14 days are up. Email info@aaastoragesolutions.co.uk, write to us at the address at the top of these terms, or tell us through Your Account. Any clear statement that you are cancelling is enough. To meet the deadline it is enough that you send your message before the 14 days expire.
- 10A.3 If you asked us to start straight away.** Storage normally begins on your Start Date, which is usually inside the 14 days. That happens only because you asked for it. If you cancel during the 14 days after storage has begun, you must pay for the storage you actually had — calculated **by the day**, from your Start Date to the day you tell us you are cancelling. We refund everything else.
- 10A.4 If storage had not begun**, we refund everything.
- 10A.5 Your Deposit is always refunded in full** if you cancel under this section, subject only to clause 10A.6.
- 10A.6** You must remove your Goods from the Unit before we can complete your refund. If you leave Goods in the Unit, the Licence Fee continues to accrue by the day until they are removed, and we may deduct that and any cleaning or damage costs from your refund.
- 10A.7 We refund within 14 days** of the later of (a) the day you tell us you are cancelling and (b) the day you remove your Goods. We refund to the card or account you paid from.
- 10A.8 This section overrides clauses 7.3, 10.1 and 10.3** where it applies. In particular you do not need to give 14 days' notice, and you are refunded **by the day** rather than by complete unused weeks.
- 10A.9** Nothing in this agreement takes away your statutory rights.
-

11. After this agreement ends

- 11.1** By the End Date you must remove all Goods and return the Unit — together with any racking or other equipment we have hired to you — empty and in good condition, fair wear and tear excepted. You are responsible for our costs of removing and disposing of anything left behind and of restoring the Unit, including cleaning, rubbish removal, and making good any damage — including damage from a break-in or attempted break-in.

- 11.2** If Goods remain in the Unit after the End Date and you do not remove them within **60 days** of us asking you in writing to do so:
- (a) we may sell them as your agent, and you indemnify us against any claim by a third party whose property we sold in the good-faith belief that it was yours;
 - (b) we may keep the proceeds towards what you owe us and our costs, accounting to you for any surplus — or, if we cannot locate you after reasonable efforts, keep the proceeds absolutely; and
 - (c) you indemnify us against any damage to the Unit and any claim, cost or demand arising from the Goods being there.
- 11.3** If any Goods remain in the Unit on the End Date we may exercise a lien over them and release it only when everything you owe us has been paid.
- 11.4** We retain our identification mark or plate on the Unit. You must not deface, remove or cover it.
-

12. Our liability, and insuring your Goods

- 12.1 YOU ARE RESPONSIBLE FOR INSURING YOUR GOODS.** We do not insure them, and we are not responsible for insuring them. You should arrange insurance covering their full replacement value for the whole time they are stored with us. We ask you to confirm at sign-up that you have cover, or that you accept you are storing uninsured at your own risk.
- 12.2 Nothing in this agreement limits or excludes our liability for:**
- (a) death or personal injury caused by our negligence;
 - (b) fraud or fraudulent misrepresentation; or
 - (c) anything else that cannot lawfully be limited or excluded.
- 12.3** Subject to clause 12.2, we are not responsible for loss of or damage to the Unit or its contents from any cause other than a defect in the Unit itself, or something proved to be a direct result of our negligence or that of our agents. This includes, without limitation, loss or damage caused by condensation, damp, vermin, extreme weather or other external conditions.
- 12.4** Subject to clause 12.2, you are responsible for your own safety and that of anyone you allow onto the Site, and for the security of the Unit and its contents.

- 12.5** If we suffer loss because of damage to or loss of the Unit, fencing, gates, barriers or any other property of ours or of another customer, caused by your acts or negligence, you are liable for the cost of repair where economic, and otherwise for our full loss.
- 12.6** Subject to clause 12.2, we are not liable for any indirect or consequential loss, or for loss of profit, business, revenue or anticipated savings.
- 12.7** We are not liable for any failure or delay caused by something beyond our reasonable control, including fire, flood, storm, power failure, failure of telecommunications or internet services, industrial action, civil unrest, or the act of any public authority.
- 12.8** **Locks bought from us.** Where you bought a lock from us under our "Guaranteed throughout your stay" promotion, we guarantee it against mechanical failure for the length of your Licence Period and will replace it with a lock of similar value and type. This does not cover locks that have been tampered with or misused, and does not cover lost or damaged keys. The guarantee covers the mechanical integrity of the lock in its as-sold condition.
- 12.9** No warranties or conditions other than those expressly set out apply. You confirm that no representations were made to you by us or on our behalf that induced you to enter into this agreement — but nothing in this clause limits our liability under clause 12.2.
-

13. Security, CCTV and identification

- 13.1** **CCTV.** We operate CCTV at the Site. Images are monitored and recorded for the prevention and detection of crime and for the safety of people on the Site. Our lawful basis for this is our legitimate interests in protecting the Site, its users and their property. Recordings are normally retained for **14 days** and then deleted, unless retained for a specific incident.
- 13.2** You can ask for a copy of CCTV footage of yourself, ask us about how the system operates, or complain about it, by contacting us using the details at the top of these terms. We will respond within one month.

13.3 Proof of identity. You must provide valid photographic identification when you sign up, and tell us the type and number of the document. We store an image of it securely and use it only to verify your identity and to comply with our legal obligations. If we cannot verify your identity we may decline or end your agreement. See clause 14 for how long we keep it.

14. Your personal information

14.1 We are the data controller for your personal information. We process it in accordance with UK GDPR and the Data Protection Act 2018.

14.2 What we use it for, and our lawful basis:

Purpose	Lawful basis
Providing your storage licence, managing Your Account, taking payment	Performance of a contract
Verifying your identity	Legal obligation and legitimate interests
Keeping accounting and VAT records	Legal obligation
Site security and CCTV	Legitimate interests
Sending you service messages about your account (clause 15.2)	Performance of a contract
Recovering debt and enforcing this agreement	Legitimate interests

14.3 Who we share it with. We use the following service providers, who process your information on our behalf:

- (a) **Intuit (QuickBooks Online)** — invoicing, accounting and VAT records;
- (b) **Square** — card payments and refunds;
- (c) **GoCardless** — Direct Debit mandates and collections;
- (d) **Microsoft** — our email systems;
- (e) **Expo and Google** — notifications to our mobile app;
- (f) **Sentry** — monitoring errors in our software;
- (g) **Hetzner Online GmbH** — hosting our systems, in Germany.

14.3A Debt recovery. If a substantial sum remains unpaid over a long period, we may pass your name, contact details and details of the debt to a debt collection agency or to solicitors, in order to recover it. We do this only where we have already contacted you about the arrears.

14.3B We may also disclose your information where we consider it appropriate to comply with the law, to enforce this agreement, to prevent or detect crime, to protect the safety of anyone at the Site, or where we reasonably believe the security of any unit or its contents is at risk. If our business or its assets are sold, your information may be transferred to the buyer.

14.4 How long we keep it.

- (a) **Accounting records** — invoices, payments, deposits and the record of your tenancy — are kept for at least **six years** after the End Date, because we are required by law to keep them.
- (b) **Your identification document** and your **signed licence agreement** are deleted when you ask us to erase your data.
- (c) **CCTV** — see clause 13.1.
- (d) Other personal information is kept only as long as we need it for the purposes in clause 14.2.

14.5 Your rights. You have the right to ask us for a copy of the information we hold about you; to have inaccurate information corrected; to have your information erased; to restrict or object to our processing; and to receive your information in a portable format. We will respond within one month. **What erasure actually means here.** Because of clause 14.4(a), we cannot delete your accounting records. When you ask us to erase your data, we permanently remove your name, contact details, address, identification document and signed agreement, and replace your name in our records with an anonymous placeholder. The accounting records remain, but they no longer identify you.

14.6 If you are unhappy with how we handle your information, please tell us first. You also have the right to complain to the Information Commissioner's Office (ico.org.uk).

15. Your Account, communications and notices

- 15.1 Your Account.** You can see your unit, invoices, payments and notices in Your Account, through our customer portal or our mobile app. You sign in with a code or link we email you. Keep your email account secure — anyone with access to it can access Your Account. Tell us immediately if you think someone else has accessed it.
- 15.2 Service messages.** While this agreement runs we will send you messages about your account by email and, if you use our app, by notification. These include invoices, advance notice of Direct Debit collections, payment confirmations, failed payment notices, overdue notices, notices about a prepaid term ending, and operational announcements about the Site. **These are not marketing and you cannot opt out of them while this agreement runs.**
- 15.3 Notices.** Any notice under this agreement — including notice to end it under clause 10.1 — is valid if sent: A notice sent by email or through Your Account is treated as received on the next working day.
- (a) by email to the address we hold for you, or that you have given us;
 - (b) through Your Account; or
 - (c) by post to the address we hold for you.
- 15.4** You must tell us promptly if your name, address, email address or phone number changes.
- 15.5 Electronic signature.** You sign this agreement by typing your name and confirming your agreement in our sign-up process. We record the name you typed and the date and time. You agree that this has the same effect as a handwritten signature and that it is admissible as evidence.

16. General

- 16.1 Availability.** Quotations are subject to a unit being available for the Licence Period. If the unit quoted is not available we may offer you an alternative.
- 16.2 Holding a unit before you start.** We may hold a unit for you for a limited period before your Start Date, which we will tell you when we send your sign-up link. If you do not complete your sign-up within that period, the unit is released and made available to other customers.

- 16.3 Assignment.** You may not assign or transfer this agreement. We may assign or transfer it, and will tell you if we do.
- 16.4 Third parties.** Nobody other than you and us has any right to enforce this agreement.
- 16.5 Severance.** If any provision of this agreement is found to be unlawful or unenforceable, the rest continues in force.
- 16.6 Whole agreement.** This agreement, together with Your Agreement Details and the Charges Schedule, is the whole agreement between us about the Unit.
- 16.7 Changes to these terms.** We may change these terms by giving you **not less than one month's** written notice. If you do not accept a change, you may end this agreement without charge at any time before it takes effect, and clause 10.3 applies as if you had given notice under clause 10.1. This does not apply to changes to the Licence Fee, which are covered by clause 6.9.
- 16.8 Complaints.** If you are unhappy with anything, please contact us at info@aaastoragesolutions.co.uk and we will respond within **14 days**. If we cannot resolve it between us, you may take the matter to court — see clause 16.9.
- 16.9 Governing law.** This agreement is governed by the law of England and Wales, and you and we submit to the exclusive jurisdiction of the courts of England and Wales.
- Version 3.0 · effective 1 August 2026 · supersedes Version 2.1**

The Charges Schedule referred to in these terms is published at <https://portal.aaastoragesolutions.co.uk/charges>

AAA Storage Solutions Ltd · Dickies Lane South, Blackpool, FY4 5LG

 07398 654307

 info@aaastoragesolutions.co.uk

 www.aaastoragesolutions.co.uk

© 2026 AAA Storage Solutions Ltd. All rights reserved.