

Last Updated: 18 May 2026

This agreement outlines the terms of service between Caravan Concierge AU (ABN: 18 661 793 817) and the customer.

1. DEFINITIONS

In these conditions:

"Agreement" means this storage agreement, including the cover page and any schedules, and any other document or materials it specifies form part of it.

"Dishonoured Cheque Fee" means a fee to cover the expense incurred by the Operator should a cheque presented by You be dishonoured.

"Monthly Payment Date" means the monthly anniversary of this Agreement.

"The Operator" means the Operator specified on the cover page of this Agreement and its successors and assigns.

"Monthly Admin Fee" means the fee relating to administration of Your account if you choose to receive paper invoices.

"One Off Move In Fee" means a fee to cover the administrative cost incurred by the Operator facilitating You first signing-up and moving in to your space.

"Other Fee" means any of the fees specified as other fees on the cover page of this Agreement or any other fees that the Operator determines it needs to impose to recover operational costs (both internal and external) and that are advised to You in writing.

"Processing Fee" means a fee to cover the administrative or other costs incurred if the Operator issues a notice pursuant to a right under this Agreement.

"Return Direct Debit" or "Credit Card Payment Fee" means a fee to cover administrative and other costs incurred by the Operator in processing a return direct debit or credit card payment.

"You" and "Your" refers to the person (including a corporation or other entity such as a trust or trustee) named as the Storer in the Agreement and their successors and assigns; and if there is more than one, it refers to each severally and any two or more jointly.

"Your Goods" means any item or thing which You bring onto the Premises or which is kept in your space.

"your space" means the storage unit(s) or other area(s) described in the Agreement.

"Premises" means the premises owned or controlled by the Operator, including the land, buildings, hardstand and any other structure on the land, at which Your Goods are located.

"Storage Fees" means the Monthly Storage Fee and Monthly Admin Fee (if applicable) set out in this Agreement.

2. STORAGE

2.1 Your Space

Subject to clause 2.2, the Operator gives You a licence to store Your Goods in your space, in accordance with this Agreement, during the Minimum Storage Period and after then, on a month to month basis until terminated by either party in accordance with this Agreement or any further period agreed to in writing by the parties ("Storage Period").

2.2 Change of Your Space

Events may occur or operational circumstances may lead the Operator to conclude that it is prudent or necessary to have You move to a new space. If the Operator believes this is the case, the Operator may, at any time, relocate your space by giving notice to You, but:

- The Operator must if possible relocate you to a space with a similar area; and
- The Operator must at its own cost relocate (or, if the Operator in its discretion agrees, pay the costs to relocate) Your Goods to the new space.

2.3 Emergencies

Emergencies may occur during the course of Your storing with the Operator. As such, it may be necessary for the Operator to take certain actions to respond to the emergency which may include opening and/or moving Your Goods and/or your space. If it does so in the event of an emergency, the Operator may determine it needs to be done without notice to you. You will be advised of any emergency action taken.

2.4 Re-development of the Premises

The Operator or owner of the Premises may determine as part of the business of operating or owning the Centre that it wishes to re-develop the Premises. This may result in the need to move out or relocate your space whilst this occurs. If this decision is made, the Operator may require you to move out or relocate your space (and must if possible relocate You to a similar space at the Premises or an alternate Centre operated by the Operator), or if the Premises is not to be used for storage any longer or the redevelopment will take longer than 6 months, terminate this Agreement on 1 month's notice.

You acknowledge that the actions that the Operator may take pursuant to this clause 2 are reasonable as part of the operation of a storage business and agree to the Operator being able to exercise these rights.

2.5 Space Sizes

Space sizes are approximate and spaces may be smaller or larger than advertised. Spaces are not rented by the square metre and rent is not based on square metre measurements. The Operator can provide information on space sizes to assist You, but ultimately You are responsible for determining whether the space is appropriate and suitable for storing Your Goods, having specific consideration for the size, nature and condition of the space and Your Goods.

3. RISK AND RESPONSIBILITY FOR YOUR GOODS

3.1 Responsibility for Goods

At all times (including while Your Goods are in your space) Your Goods are:

- In Your (and not The Operator's) possession and control, and you are responsible for them. The Operator is merely providing a space for you to store Your Goods that is capable of being secured by You.
- Within Your (and not the Operator's) knowledge. Whilst the Operator has rights under this Agreement to access and inspect your space or deal with Your Goods in certain circumstances, it otherwise never inventories Your Goods and doesn't know what You are storing.
- At Your risk. Unless the Operator exercises a right under this Agreement, the use of your space, storage of Your Goods and securing of your space is Your responsibility and as such the risk relating to them is Yours.

3.2 No Liability for Theft, Fire, Weather or External Events

The Customer acknowledges and agrees that the Operator is not responsible or liable for any loss of, or damage to, the Goods, howsoever caused, including but not limited to loss or damage arising from theft, attempted theft, fire, smoke, explosion, storm, hail,

wind, rain, flood, water ingress, lightning, extreme weather events, natural disasters, acts of God, vandalism, vermin, or any other external or environmental cause, whether foreseeable or not. The Customer stores the Goods entirely at their own risk and is solely responsible for arranging and maintaining adequate insurance coverage for the Goods against all such risks.

You acknowledge and accept that the provisions of this clause 3.1 are fair and reasonable given Your possession and control over Your Goods.

3.3 No Bailment

As You have possession of and control over Your Goods and You are responsible for securing your space, You acknowledge and agree that the Operator is not a bailee or warehouseman of Your Goods nor does the Operator have possession of Your Goods at any time. You also warrant that You are either the owner of or control the Goods, and/or are entitled at law to deal with them in accordance with all aspects of this Agreement.

4. PAYMENT

4.1 Commencement of Payments

You agree to pay the Operator the first payment of the Monthly Storage Fees, One Off Move In Fee and the first Monthly Admin Fee (if applicable) at the time of signing this Agreement.

4.2 Storage Fee Payments

On or before each Monthly Payment Date (or as otherwise agreed in writing) You agree to pay the Operator in advance the Storage Fee for storage between that Monthly Payment Date and the next following Monthly Payment Date, together with any Other Fee that may be applicable pursuant to this Agreement. If this Agreement is terminated (and You are not in default) any amount refundable to You will be paid in accordance with clause 8.5. The Customer authorises the Operator to debit or charge any adjusted fees in accordance with clause 4.6 using the payment method nominated by the Customer.

4.3 Methods of Payment

Subject to clause 4.4, You may pay amounts payable to the Operator by Electronic Funds Transfer (EFT), direct debit, BPAY, credit card, or cheque (if approved by the Operator).

4.4 Credit/Debit Card Payment

The Operator may refuse to accept any request to make payment by debit/credit of Your credit/debit card until a written authorisation from You is received by the Operator that identifies the debit/credit payment clearly. This is necessary to ensure any such debit/credit request is effective. You indemnify the Operator from any claim for enforcement of this Agreement, including the sale or disposal of Your Goods, that arises due to Your failure to correctly identify a debit/credit payment.

4.5 Processing Fee

If You fail to pay the Operator any amount when it is due under this Agreement or if any payment is dishonoured or cancelled, You acknowledge that the Operator incurs administrative and other expenses (both internal and external) as a result of your non-compliance with your obligations. These costs need to be recovered by the Operator as part of operating its business. You agree to pay the Operator (when You pay the overdue amount) the Processing Fee and any Other Fee that may apply pursuant to the terms of this Agreement applying to the period between the due date for payment and the date You actually pay, together with any associated telephone, postage and other costs related to collection of these amounts.

4.6 Annual Fee Adjustments

The Customer acknowledges and agrees that the Operator may automatically increase any Storage Fee, Processing Fee, Administration Fee, or other recurring fee charged under this Agreement by between 5% and 15% annually to account for increases

in operational costs, including but not limited to inflation, CPI, interest rates, insurance premiums, wages, utilities, maintenance, security, council charges, taxes, financing costs, and general business expenses.

Any such increase will take effect automatically on each annual anniversary of the commencement date of this Agreement (or such other date determined by the Operator) without the need for further notice, consent, acknowledgement, invoice amendment, or execution of any further agreement by the Customer.

The Customer acknowledges and agrees that:

- Such annual increases are reasonable and necessary for the continued operation of the storage business;
- The Operator may apply different percentage increases from year to year within the range specified above;
- Continued storage of the Goods after any fee adjustment constitutes acceptance of the revised fees; and
- Failure by the Operator to apply an increase in any given year does not waive the Operator's right to apply increases in future years.

For the avoidance of doubt, this clause does not limit the Operator's right to increase fees outside of the annual adjustment process where reasonably necessary due to operational, regulatory, insurance, market, or business-related circumstances.

4.7 Part Payment

If You only pay part of an amount that You owe the Operator, it does not affect Your obligation to pay the balance of the amount to the Operator. Acceptance of a part payment will also not be a waiver of any kind of any other right the Operator may have under this Agreement.

5. ACCESS

5.1 Access Hours

Subject to clauses 5.2 and 5.3, You may access your space during the access hours of the Premises (which can be found at the Premises or on the Operator's website) or as otherwise notified by the Operator from time to time ("Access Hours"). You acknowledge and agree that the Operator may change the access hours at its discretion and that it is reasonable for it to do so as part of its operation of the Centre.

5.2 Emergency Access

You may only access your space outside the Access Hours with the Operator's consent, which may be given or withheld at the Operator's sole discretion. A fee of \$250 may be applicable.

5.3 Refusal of Access

The Operator may (without being obliged to do so) refuse you or any other person access to the Premises or your space (including after this Agreement has been terminated) if:

- You have not complied with any of your obligations under this Agreement; or
- You or any other person do not produce identification and/or evidence satisfactory to the Operator to show you or the other person are entitled to access.

Once any issue contemplated by this clause is remedied, You will be granted access again subject to the Operator's office hours.

5.4 Obligations During Refusal of Access

If you have been refused access to your space due to your default under this Agreement, your obligations under this Agreement (including payment of the Storage Fee to The Operator) continue until termination of this Agreement, even though You may not have access to the Premises or your space for all or part of the Storage Period. This is because the Operator cannot otherwise rent your space whilst Your Goods are still in it or you still have possession of it during any period where the Operator may be providing you with the opportunity to remedy the default.

5.5 Access by The Operator

The Operator may (without being obliged to do so) access or inspect your space and/or Your Goods:

- On reasonable notice for maintenance purposes, or for inspection purposes on 14 days' notice;
- At any time for emergency purposes; or
- If at any time the Operator believes Your Goods or any act or omission by You in connection with your space may cause harm to any person, property or the environment — in which case the Operator may immediately (and without notice to You) take any action considered necessary to access, inspect or service your space or inspect Your Goods, and if necessary, remove and dispose of Your Goods to avoid the potential harm. The cost of the Operator in so doing will be reimbursed by You on demand.

The Operator may access your space by force or otherwise for the purposes of clauses 5.5(b) or 5.5(c). If Your access is interrupted pursuant to this clause, it will be restored if it can be and as soon as possible.

5.6 Operator May View Your Space with Camera

You agree that in circumstances where the Operator reasonably suspects a breach of the law or potential for damage to the Premises or other customers' goods, the Operator may at its discretion and without notice to You either open your space or use a microprobe, CCTV camera or other viewing device to view the inside of the space. Any footage obtained which evidences a breach of the Agreement or the law may be relied upon by the Operator to take any action authorised under this Agreement, including terminating this Agreement and/or cooperating with law enforcement agencies and other authorities without notice to You.

5.7 Access by Unauthorised Persons

You agree that it is Your responsibility to secure your space and the Operator provides You with a space that is capable of being so secured. Whilst the Operator has installed various security measures in the Centre for the security of the overall Centre area, the Operator is not guaranteeing the Centre as a secure facility. You understand and accept You are storing Your Goods at the Centre at Your sole risk and that it is Your responsibility to secure your space. As such, the Operator is not responsible for any unauthorised entry by any person to the Premises or your space.

5.8 Alarm Fee

If you or someone gaining access as authorised by you trigger an alarm, you will incur an Alarm Fee to cover costs associated with dealing with that alarm.

5.9 Reasonableness

You acknowledge that the actions that the Operator may take pursuant to this clause 5 are reasonable as part of the operation of a storage business and You agree to the Operator being able to exercise these rights.

6. YOUR OBLIGATIONS

6.1 Use of Your Space

You must only use your space for storage of the approved asset and for no other business or activity. Sleeping in your caravan is strictly prohibited. If you are found sleeping in your caravan, a \$500 penalty will apply. Your storage agreement may also be cancelled, and you will be required to vacate the premises. No other goods may be stored in your space unless prior written approval has been granted by management.

6.2 Securing Your Space

You are solely responsible for securing your space and must do so in a manner reasonably satisfactory to the Operator, and where applicable You must ensure You comply with any other security policies or procedures for the Centre. You agree not to place a padlock or other locking device to your space in the Operator's overlock position.

6.3 Prohibited Goods

To prevent harm or damage, Your Goods must not include any item listed in the Prohibited Goods List displayed by the Operator from time to time on its website or at the Premises, or any animal, or any thing which is hazardous, illegal, stolen, inflammable (excluding alcoholic beverages), explosive, environmentally harmful, perishable, or which in the reasonable opinion of The Operator may cause harm to any person, property or the environment. You must ensure Your Goods are free of food scraps (or other perishable substances) and are not damp when placed into storage.

6.4 Irreplaceable Goods or Goods Totalling More Than \$1,000

You must not store items which are irreplaceable, such as currency, jewellery, furs, deeds, paintings, rugs, curios, works of art and items of personal sentimental value, or items worth more than \$1,000 in total unless they are insured.

6.5 Cleaning and Maintenance

You must clean and maintain your space in good condition, order and repair (fair wear and tear excepted). If you fail to do this the Operator may do so at Your cost after it has issued You with a notice to rectify and You have failed to do so.

6.6 Alterations

You must not carry out any alterations to or mark, paint, nail, drill, alter, damage or attach any structure to any part of your space without the prior written consent of the Operator.

6.7 Repair and Responsibility for Invitees

You must immediately notify the Operator of any damage you or any person authorised by you (including at your request, direction, or as facilitated by You, including by the provision of gate key code or swipe cards) causes to the Premises or your space. You are responsible for such damage and must reimburse the Operator on demand for the cost of making good the damage.

6.8 Insurance of Your Goods

Unless the Operator otherwise agrees, You must keep your goods in your space insured on terms reasonably satisfactory to the Operator and provide evidence of the insurance to the Operator whenever requested. You agree to waive any right of subrogation you may otherwise have in relation to insurance of the Goods.

6.9 Nuisance

You must not cause any inconvenience or nuisance to any other person using the Premises. This includes taking reasonable steps to ensure that no noxious substance or substance that may cause harm is stored in or escapes from your space to the surrounding area including any other storers' space.

6.10 Compliance with Laws

You must, at your cost, comply with all laws applying to Your Goods or the storage of Your Goods in your space, or the use of your space.

6.11 Change in Details

You must immediately notify the Operator of any change in Your contact details or those of the Alternate Contact Person set out in the Storage Agreement. You acknowledge that this is important as it is necessary for the Operator to have current contact details for the purposes of numerous parts of this Agreement.

6.12 Communication and Dealing with Alternate Contact Person

You grant the Operator the right to discuss any default under this Agreement and any information it holds regarding You (relating to this Agreement) with the Alternate Contact Person for the purpose of exercising the Operator's rights under this Agreement. Further, where the Operator reasonably believes that You are unwilling or unable to remove Goods from the space upon termination or in the course of the Operator exercising its rights relating to default, the Operator may allow the Alternate Contact Person to remove the Goods on such terms as agreed between the Operator and the Alternate Contact Person without the need for further consent from You. The Operator will cease dealing with the Alternate Contact Person pursuant to this clause immediately upon You remedying the default and/or on Your removal of Your Goods.

7. LIABILITY, RELEASE AND INDEMNITY

7.1 You Release and Indemnify The Operator

You (for all time and despite any earlier termination of this Agreement):

- Release the Operator (and its employees, contractors and agents) from; and
- Indemnify the Operator (and its employees, contractors and agents) against,

any costs, expenses, loss, damages, claims, action or liability arising (whether in contract, tort, under statute or otherwise) from or in connection with:

- Your Goods;
- You or any person accessing the Premises or your space with Your authority or consent;
- Your use of your space by You or any other person authorised by You;
- The Operator or any of its contractors, agents, or employees in exercising any right or power pursuant to this Agreement;
- Loss of or damage to Your Goods;
- Damage to any device used by You to secure your space resulting from the Operator accessing your space in accordance with this Agreement;
- The Operator either refusing You access to the Premises and your space or terminating this Agreement in accordance with this Agreement; or
- Loss of or damage to any property (including the Operator's property) or death of or injury to any person caused or contributed to by any of the above.

7.2 Liability

To the extent that your actions or omissions in relation to Your use of the space or Your failure to comply with this Agreement cause any damage, expense, loss or liability ("Loss") to the Operator or any other party, you agree and acknowledge that You are liable for such Loss and that the Operator may recover such Loss from You.

7.3 Assistance to Regulators or Agencies

You acknowledge that the Operator may from time to time be required by the operation of law to discuss, assist an investigation or action, or provide information relating to You or Your use of your space or Your Goods to a regulator, statutory agency, court, government department or other entity duly authorised by law to make such a request. You agree that any such assistance the Operator provides is reasonable, and the Operator is released and indemnified by You for any liability, expense, claim or loss arising as a result.

7.4 Court Orders

You acknowledge that the Operator may be required by the order of a court to provide information relating to You or Your use of your space or Your Goods to another person. You agree that the Operator may provide such assistance and is released and indemnified by You for any liability, expense, claim or loss arising as a result.

8. AGREEMENT TERMINATION

8.1 Agreement Termination by Notice

Either You or the Operator may terminate this Agreement at any time after the Minimum Storage Period by giving not less than the Notice Period specified in the Storage Agreement Schedule to the other. If you fail to provide the required Notice Period, you remain liable for fees owing for that notice period, which will become immediately due and payable.

8.1A Mandatory Move-Out and End Agreement Procedure

Termination of this Agreement by the Customer is only effective once all of the following have occurred:

(a) The Customer has completely removed all Goods, vehicles, caravans, trailers, boats, motorhomes and any other property from the Premises;

(b) The Customer has completed and submitted the Operator's official "End Agreement" form or online termination process on the same day the Goods are removed from the Premises;

(c) All outstanding Storage Fees, notice period charges, processing fees, damages, and any other amounts owing under this Agreement have been paid in full; and

(d) The Customer has provided all acknowledgements, confirmations, declarations, and information required by the Operator as part of the termination process.

For the avoidance of doubt:

(i) Verbal advice, SMS messages, emails, social media messages, cancellation of direct debits, removal of Goods without completing the required process, non-use of the Premises, or any other informal communication or conduct does not constitute valid termination of this Agreement;

(ii) This Agreement continues, and Storage Fees continue to accrue, until the required termination procedure has been fully completed;

(iii) The time and date recorded by the Operator's online termination system or electronic records shall be deemed conclusive evidence of the date and time the Customer declared that all Goods had been removed from the Premises;

(iv) The Operator may immediately disable gate access, keypad access, remote access, swipe access, or any other facility access permissions upon submission of the termination process.

The Customer acknowledges and agrees that this termination procedure is necessary for operational, security, billing, insurance, vacancy management, safety, and evidentiary purposes, and that the Operator may rely upon the submitted termination form, electronic records, payment records, IP logs, timestamps, SMS records, and associated system data as evidence of termination and the Customer's acknowledgements.

8.2 Termination by Operator

Notwithstanding clause 8.1, the Operator may terminate this Agreement immediately by written notice to You in the following circumstances:

- You fail to pay any fees by the due date;
- You breach any term of this Agreement;
- The Operator requires the storage facility for operational or any other reason at the Operator's discretion;
- You or your vehicle pose a risk to the facility, other customers, or their property; or
- Your activities or use of your space is considered by the Operator to be illegal, environmentally harmful, or otherwise harmful to other persons.

Where termination is initiated by the Operator under this clause (other than for non-payment or breach), any prepaid fees will be refunded on a pro-rata basis for the unused storage period. Upon termination under this clause, the Operator may, without further notice, enter your space, retain any deposit and take possession of and deal with Your Goods as Abandoned Goods under clause 9.2.

8.3 Your Obligations on Termination

On termination of this Agreement, You must immediately:

(a) Pay all Fees — pay to the Operator any amounts which You owe to the Operator. If the Operator terminates this Agreement because of Your default, also pay the amount of 2 weeks' Storage Fees payable under this Agreement (this amount represents an agreed amount to recompense the Operator for income it is unable to earn for a period due to Your default, and You acknowledge that it is fair and reasonable);

(b) Removal of Goods — remove Your Goods from your space and completely vacate the Premises;

(c) Completion of Termination Process — complete the Operator's required online or electronic termination procedure in accordance with clause 8.1A; and

(d) Restoring Your Space — clean and remove all rubbish from and make good any damage caused by You or Your Goods to your space. If you fail to do this the Operator may do so at Your cost.

8.4 Refund of Advance Payments

Upon your request, following termination the Operator shall refund to You within a reasonable period of time the amount of any Storage Fees paid by You in advance for future whole months not yet expired, less any other amounts the Operator is entitled to claim from You.

8.5 Damage or Destruction

If your space is destroyed or damaged from any cause other than by Your act or default so as to render your space unfit for storage of Your Goods, the Operator or You may at any time give notice in writing terminating this Agreement, and thereupon this Agreement shall be deemed to have terminated at the date of the destruction or damage.

9. ABANDONED GOODS

9.1 Abandonment of Goods

If at any time You fail to:

- (a) Pay the Operator any amount due and owing to it by You; or
- (b) Remove Your Goods when required under this Agreement,

and You do not rectify either (a) or (b) within 14 days after the Operator gives You notice requiring you to remedy that failure, Your Goods will be taken to be "Abandoned Goods" for the purposes of this clause 9. In the event that You have more than one space with the Operator, default on either space authorises the Operator to take Default Action against all of your spaces.

9.2 Dealing with Abandoned Goods

In the event that Your Goods become Abandoned Goods for the purposes of this Agreement, You agree:

(a) The Operator may without being obliged to do so arrange:

- The disposal of (which may include the dumping of);
- Alternative storage of; or
- The sale of,

any or all of Your Abandoned Goods, on such terms as the Operator decides are reasonable;

(b) You acknowledge that the Operator will incur costs (both internal and external) in having to deal with the Abandoned Goods, and You agree to pay and indemnify the Operator for all costs, expenses, damages, claims, action or liability arising from or in connection with the Operator exercising its rights under paragraph (a);

(c) The Operator shall pay You the amount received from the sale of Your Abandoned Goods less any amounts You owe the Operator, as quickly as possible but no later than within 30 days after the Operator receives the amount.

9.3 Grant of Lien Over Goods

The Operator claims and You grant a contractual lien over Your Goods in the event any moneys are owing under the Agreement. For the purposes of the Personal Property Securities Act 2009, the Operator is deemed to be in possession of the Goods from the moment the Operator accesses the space. You consent to and authorise the sale or disposal of all Goods regardless of their nature or value.

10. NOTICES

10.1 Service of Notices

Notice will usually be given in writing and left at, or emailed to, or SMS'd to, or posted to, or faxed to the address of You or the Alternate Contact Person or the Operator. In the event of not being able to contact You, notice is deemed to have been given to You by the Operator if the Operator serves that notice on the Alternate Contact Person (as identified on the front of this Agreement), or if

it has sent notices to the last notified address of You or the Alternate Contact Person. In the event that there is more than one Storer, notice to or by any single Storer is agreed to be sufficient for the purposes of any notice requirement under this agreement.

10.2 Deemed Notice

Any notice given under this Agreement is deemed to have been given the day it is emailed or SMS'd, or the day after the notice has been delivered, posted or facsimiled.

11. GENERAL PROVISIONS

11.1 Assignment

You must not assign, sub-licence or otherwise deal with Your rights or obligations under this Agreement without the written consent of the Operator.

11.2 Applicable Law

The law of the State or Territory of Australia within which the Premises at which Your Goods are stored is located applies to this Agreement.

11.3 Variations

Any variation of this Agreement is only effective if it is in writing and signed by all parties. No oral statement made by either party shall form part of this Agreement.

11.4 Waivers

A party shall not be taken to have waived a right under or in connection with this Agreement unless the party expressly does so in writing. A waiver of any right or obligation at any time shall not be taken as a waiver of the right when it arises at any other time or a waiver of any other right.

11.5 Stamp Duty & GST

You must on demand pay and indemnify the Operator for any stamp duty, Goods and Services Tax or similar tax or liability imposed in connection with this Agreement or any supply under it.

11.6 Severance

If any provision of this Agreement is legally unenforceable or made inapplicable, it shall be severed or read down, but so as to maintain (as far as possible) all other terms of this Agreement.

11.7 Continuing Liability

Your liability for outstanding money, property damage, personal injury, environmental damage and legal responsibility under this Agreement continues to run beyond the termination of this Agreement.

11.8 Entire Agreement

This Agreement and the Privacy Policy on the Operator's website constitutes the entire agreement between You and the Operator for matters referred to in it. The parties agree that this Agreement reflects the final bargain agreed between them and that any prior arrangements, agreements, representations or undertakings are superseded.

11.9 Costs

The Storer is responsible to pay any costs incurred by the Operator in enforcing this Storage Agreement in any way.

11.10 Dispute Resolution

The parties must endeavour to settle any dispute with one another before either party institutes any proceedings of any kind against the other.

11.11 Free Offer Pickup

We may offer a one-time free pickup for caravans, boats or trailers up to 3,500kg ATM (Aggregate Trailer Mass) within 50km of our storage location depending on time of year and promotions. Beyond this, a fee of \$4.00 per km (one way) applies. Customers using the free pickup agree to a minimum 6-month storage term; if the term ends earlier, the pickup will be charged at the same rate. Vehicles must be roadworthy, registered and safe to tow; otherwise, customers must arrange alternative transport at their own cost. Oversized or overweight trailers are excluded from the offer. The offer is limited to once per customer. Insurance is not included for transit, and we accept no liability for internal or unsecured items. We may amend or withdraw this offer at any time, except where a booking has already been confirmed.

11.12 Site Safety Rules

The Customer acknowledges that the Site Safety Rules govern conduct, vehicle movement, and general behaviour on the premises for the purpose of maintaining a safe environment for all persons accessing the facility. The Site Safety Rules are incorporated into and form part of this Agreement, and the Customer agrees to comply with them at all times while on site. A copy of the Site Safety Rules will be emailed to the Customer upon commencement of their storage agreement, and the rules will also be displayed on signage at the front of the property. Without limitation, the Site Safety Rules include warnings and requirements relating to overhead powerlines, vehicle heights, lifting activities, and electrical safety, and compliance with those rules is mandatory.

11.13 Electronic Acceptance and SMS Confirmation

The Customer acknowledges and agrees that this Agreement may be accepted electronically and that electronic acceptance is legally binding. Without limiting the above, the Customer agrees that acceptance of this Agreement may occur by any of the following methods:

- (a) Electronically signing or ticking acceptance via an online form or portal;
- (b) Making payment of any Storage Fees; or
- (c) Replying affirmatively (including by replying "YES") to an SMS message sent by the Operator confirming acceptance of the Storage Agreement and/or Terms & Conditions.

Where acceptance occurs by SMS, the Operator will retain a record of the SMS communication, including the phone number, date, time, and message content. The Customer agrees that such record constitutes valid and enforceable evidence of acceptance and is equivalent to a handwritten or electronic signature. This Agreement is deemed to commence at the time the Customer provides such acceptance.

11.14 Overhead Powerlines and Electrical Hazards

The Customer acknowledges that overhead electrical powerlines are present on and/or above parts of the Premises. The Customer is solely responsible, and is responsible for all persons accessing the Premises with their authority (including contractors and transport operators), for identifying, assessing, and managing all risks associated with overhead powerlines and electrical infrastructure. The Operator does not supervise or control access activities and accepts no responsibility for compliance with electrical safety requirements. The Customer releases and indemnifies the Operator against all loss, damage, injury, or liability arising from contact with, or proximity to, overhead powerlines. The Operator may refuse or suspend access where it reasonably considers an activity to present a safety risk.