



Weaver Industrial Estate, Blackburne Street, Liverpool, L19 8JA

T: 07534 101 504 or 0151 329 3390

E: info@weavercarstorage.co.uk W: www.weavercarstorage.co.uk

USER HANDBOOK

1. INTRODUCTION

- 1.1 This User Handbook sets out Customer rights and obligations in relation to the day to day use of the Site. It supplements the Terms and Conditions and forms part of the Contract between Weaver Car Storage Limited ("WCS") and the Customer for use of the Site.
- 1.2 Any breach by the Customer, its authorised visitors or other parties brought onto Site by the Customer, of any provision set out in this User Handbook shall be a breach of the Terms and Conditions and may lead to WCS enforcing its rights pursuant to the Terms and Conditions. To understand your rights and obligations, you should read both this User Handbook and the Terms and Conditions (as updated from time to time) in conjunction with each other.
- 1.3 Defined terms (signified by a capital letter at the start of the term/word) shall have the same meanings as set out in the Terms and Conditions.

2. USE OF THE SITE

Access

- 2.1 The Site is for the storage of Customer Vehicles only unless WCS has otherwise agreed with the Customer in writing.
- 2.2 Apart from Vehicles (defined in the Terms), no other property should be brought onto or left on the Site without prior written agreement of WCS.
- 2.3 The Customer must not store on the Site which are not contained in a vehicle without the prior written permission of WCS.
- 2.4 The Customer shall not allow any third parties to use any part of the Customer's allocated space or the Customer to use the allocated space for storage of third party vehicles or property.
- 2.5 WCS shall endeavour to make the Site accessible and available during the hours of 08.00 to 20.00 seven days per week but does not guarantee access at all times.
- 2.6 Office times are Monday - Friday 08:00 - 17:00 for all administration matters (excluding bank holidays).
- 2.7 The Customer shall not allow any third parties to enter the Site or to use any part of the Customer's allocated space. This includes a duty to ensure that no party tailgates the Customer when entering into the Site or any part of it. Where any tailgating occurs, the Customer should challenge (where safe to do so) such person(s) and immediately inform a member of WCS staff.
- 2.8 It is the customers responsibility to ensure the Site is secured when leaving and all doors and shutters are kept closed at all times.
- 2.9 The Customer is liable for any loss of or damage to WCS keys or locking systems whilst in the custody or control of the Customer. Any loss of keys or problems with locking of the Site should be reported immediately to WCS staff.
- 2.10 For the dropping off or collection of Vehicles, the Customer should provide reasonable notice to WCS, by telephone, being not less than one hour (24 hours for Vehicles left on long term storage).
- 2.11 It is the Customer's responsibility to ensure that the Vehicle remains in working order at all times whilst on the Site and that there is no failure of any vehicle storage system used to house the Vehicle.
- 2.12 Risk in vehicles and property left on Site are left at the Customer risk and the Customer's attention is particularly drawn to "Risk and Title" and "Limitation of Liability" provisions contained in the WCS Terms and Conditions



Weaver Industrial Estate, Blackburne Street, Liverpool, L19 8JA
T: 07534 101 504 or 0151 329 3390
E: info@weavercarstorage.co.uk W: www.weavercarstorage.co.uk

USER HANDBOOK

Allocated space

- 2.13 WCS shall allocate a part of the Site to the Customer for use by the Customer for the storage of the Customer's Vehicles. The Customer must not store third party vehicles or property on the Site without the prior written permission of WCS.
- 2.14 Where WCS exercises the right to substitute the allocated space for another space on the Site, the Customer will work together with WCS to ensure an orderly and timely move from one allocated space to another but should the Customer fail to move by the time specified by WCS, WCS reserves the right to move the Vehicles and items at the risk of the Customer and shall be entitled to charge for doing so. WCS excludes all liability for damages arising from such move.
- 2.15 WCS may, on notice, need to clear an allocated space in whole or in part to carry out repairs or renovations or otherwise for the good management of the Site. In cases of emergency, WCS reserves the right to do so without notice. The Customer should provide such assistance to WCS as and when WCS shall reasonably require. The Customer must not leave any Vehicle or other property to obstruct any other user's access to or from or use of the Site or that user's allocated space.
- 2.16 The Customer must not leave any vehicle or other property to obstruct any other customer's access or egress to or from the Site or in any part of the Site.
- 2.17 We do not have any allocated space outside of the internal premises. Please make sure your vehicle is brought inside the facility and into your allocated space immediately and at all times. No vehicles are to be left outside of the facility short or long term unless prior agreed in writing. We do not accept any responsibility for any vehicles left outside of the facility.
- 2.18 The Customer is required to provide a spare key for access and for the ignition (if different) and keys are not left on site. We would much prefer you to have key yourself and we can arrange to have one coded / cut for a cost. Otherwise we will require 24 office working hours to leave those in the safe for you. Code will be provided on arrival.

Non-vehicle property

- 2.19 The use of vehicle cocoons is subject to the prior written agreement of WCS and shall be subject to availability of access to, and additional Charges for the use of, mains power.
- 2.20 The Customer must not store goods on the Site which are not contained in a vehicle without the prior written permission of WCS.
- 2.21 WCS reserves the right to remove from the Site and dispose of any property which is not authorised to be on Site.
- 2.22 The Customer shall not without the prior written agreement of WCS:
 - 2.22.1 bring contractors on Site;
 - 2.22.2 carry out maintenance or servicing;
 - 2.22.3 carry out valeting;
 - 2.22.4 carry out sales or viewings on Site;
 - 2.22.5 take photographs on Site;
 - 2.22.6 use the Vehicle as accommodation overnight.
- 2.23 The Customer must not bring onto Site any flammable liquids, acids or other hazardous materials which are not an integral part of the Vehicles.
- 2.24 Fuels not contained in the Vehicle's fuel tank, oils not in the engine system, and unconnected batteries must not be brought onto site without prior written approval of WCS.



Weaver Industrial Estate, Blackburne Street, Liverpool, L19 8JA

T: 07534 101 504 or 0151 329 3390

E: info@weavercarstorage.co.uk W: www.weavercarstorage.co.uk

USER HANDBOOK

Authorised Visitors

- 2.25 WCS maintains an authorised access arrangement where the Customer must notify WCS in advance of the identity of persons who the Customer wishes to access the Site with or on behalf of the Customer and such persons must first be approved by WCS.
- 2.26 On each visit to the Site, the Customer should notify WCS of which persons will be on Site.
- 2.27 WCS reserves the right to limit the number of persons which a Customer may wish to access the Site and is entitled to bar any person from accessing the Site whom, in the opinion of WCS, would be detrimental to the Site, WCS or WCS's other customers.

Spillages/damage

- 2.28 The Customer must ensure that spillages from vehicles are prevented by the use of suitable receptacles. Any spillages or damage arising from use of the Site must immediately be reported to WCS staff.
- 2.29 If a Customer sees another customer causing damage (including accidental) or breaching the terms of this User Handbook, the Customer should report the matter immediately to WCS staff.
- 2.30 No waste is to be disposed of on Site. All waste and rubbish must be removed from Site immediately.

Utilities

- 2.31 The Customer must not use Site supplied electricity or water without the prior written permission of WCS.