

SELF STORAGE LICENCE AGREEMENT

Terms and Conditions

The Store Hub Darlington

DOCUMENT CODE	SHD-TCS-3
VERSION	3
VALID FROM	5 August 2026
APPLIES TO	Whessoe Road, Darlington DL3 0QP

What changed in version 3. This version corrects two details of the Operator's own company information shown below — the registered office building name and the formatting of the VAT registration number — following verification against the Companies House record on 30 August 2026. **No term of this Agreement has been amended, added or removed.** Version 2 therefore takes effect from the same date as version 1.1 and no notice period under clause 17 arises.

The Store Hub UK Group Limited, trading as The Store Hub. Registered in England and Wales, company number 17359038. VAT registration number 525 9265 71. Registered office: The Creamery, Wrenbury Industrial Estate, Station Road, Wrenbury, Cheshire, CW5 8EX. Site: Whessoe Road, Darlington, DL3 0QP · 01325 523585 · thestorehub.co.uk

1 DEFINITIONS

1.1 In these Terms and Conditions:

Agreement	means the Contract Form together with these Terms and Conditions and any Goods Protection Schedule expressly incorporated into the Contract Form.
ACP	means the Alternate Contact Person nominated by the Customer.
Business Day	means any day other than a Saturday, Sunday or public holiday in England and Wales.
Conditions	means these terms and conditions.
Contract Form	means the form completed and accepted by the Customer and the Operator for the storage of Goods in the Unit.

Contract Period	means the period from the date stated in the Contract Form until the Agreement is terminated in accordance with these Conditions.
Customer, You or Your	means the person, company, organisation or other entity entering into the Agreement with the Operator.
Debt	means all sums owed by the Customer to the Operator including Storage Fees, Goods Protection charges, interest, administration charges, costs, legal expenses and any other amount payable under the Agreement.
Deposit	means the amount specified in the Contract Form.
Due Date	means the payment date specified in the Contract Form.
Goods	means all property, belongings, items or other goods placed by or on behalf of the Customer within the Unit or on the Site.
Goods Protection	means any goods protection arrangement offered by the Operator and accepted by the Customer under which the Operator assumes limited contractual liability for physical loss of or damage to Goods in accordance with the Goods Protection Schedule.
Operator, We, Us or Our	means The Store Hub UK Group Limited trading as The Store Hub.
Site	means The Store Hub, Whessoe Road, Darlington, DL3 0QP.
Storage Fee	means the storage charge specified in the Contract Form or any revised charge introduced in accordance with the Agreement.
Unit	means the storage room, container, area or other storage space allocated to the Customer by the Operator.

2 LICENCE TO STORE

- 2.1** Provided that the Customer pays all amounts due and complies with the Agreement, the Operator grants the Customer a personal licence to use the allocated Unit for storage only. The Agreement does not create a tenancy, lease or other right to exclusive possession of land.
- 2.2** The Unit is provided solely for storage. The Customer must not use the Unit or the Site as living accommodation, sleeping accommodation, an office, workshop, retail premises or for any other purpose not expressly permitted by the Operator.
- 2.3** The Customer confirms and warrants that they own the Goods or have full authority from the owner to store and otherwise deal with them.
- 2.4** The Customer has sole responsibility for knowing what is contained within the Unit and for ensuring the Goods are lawful and permitted under the Agreement.
- 2.5** The licence is personal to the Customer and may not be assigned, transferred, shared or sublicensed without the Operator's prior written consent.

3 CHARGES, DEPOSIT AND PAYMENT

- 3.1** The Customer must pay the Deposit, the first Storage Fee and any Goods Protection charge due before moving Goods into the Unit.

- 3.2** Storage Fees and other recurring charges are payable in advance on a monthly basis unless the Contract Form states otherwise.
- 3.3** Payments must be made by a payment method accepted by the Operator. Once notified of The Store Hub payment arrangements, the Customer must not make payment to any previous operator or to any previous bank account.
- 3.4** The Operator may charge reasonable administration fees and recover reasonable costs arising from failed or late payments, debt recovery, cleaning, repair, removal, disposal, replacement locks or keys, returned payments or other costs caused by the Customer's breach of the Agreement.
- 3.5** The Operator may deduct from the Deposit any unpaid Debt or other sums properly due. Any remaining balance of the Deposit will be refunded within 14 days after termination, provided the Unit is empty, clean and all sums due have been paid.
- 3.6** If any payment remains unpaid after the Due Date, the Operator may restrict access to the Unit, recover reasonable costs, charge interest at 4% per annum above the Bank of England base rate and exercise the rights set out in clause 11.
- 3.7** The Operator may vary Storage Fees, Goods Protection charges or other charges by giving at least 30 days' written notice. Continued use of the Unit after the revised charge takes effect will constitute acceptance of the revised charge.

4 SITE ACCESS, LOCKS AND SECURITY

- 4.1** Access to the Site and Unit is subject to the published access hours, security procedures, payment status, operational requirements and any temporary restrictions notified by the Operator.
- 4.2** The Customer must comply with all access procedures and must not give or disclose keys, access codes, fobs or other means of entry to any person who has not been authorised by the Customer and, where required, by the Operator.
- 4.3** Unless the Operator provides or controls the locking system, the Customer is responsible for securely locking the Unit with a suitable lock and for keeping all keys and access credentials secure.
- 4.4** The Operator may suspend or refuse access where any Debt is outstanding, where there is a security, fire, health and safety, operational or legal concern, or where the Operator reasonably suspects a breach of the Agreement.
- 4.5** The Operator may enter the Unit, including by cutting or removing a lock, where reasonably necessary to carry out inspection, maintenance or repairs; in an emergency; to investigate suspected prohibited Goods; to comply with law or an insurer requirement; or to exercise a right of relocation, removal, sale or disposal under the Agreement.

5 CUSTOMER OBLIGATIONS

- 5.1** The Customer must use the Site and Unit carefully, safely and lawfully and must not cause nuisance, obstruction, damage, danger, disturbance or inconvenience to the Operator, other customers, neighbours or visitors.
- 5.2** The Customer must keep the Unit clean and in good condition and must not alter, damage, overload, obstruct or interfere with any part of the Unit, building, fire protection, alarm, CCTV, access-control or electrical systems.

- 5.3** The Customer must ensure that the Goods are suitably packed and stored and, where appropriate, raised from the floor or otherwise protected against ordinary condensation, temperature changes and contact with walls or floors.
- 5.4** The Customer must promptly notify the Operator of any change of postal address, email address, telephone number, ACP or payment details.
- 5.5** The Customer should inspect the Goods periodically and promptly notify the Operator of any apparent loss, damage, water ingress, pest issue, access problem or security concern.

6 PROHIBITED ACTIVITIES AND GOODS

- 6.1** The Customer must not carry out welding, grinding, cutting, spraying, cooking, smoking, use of naked flames, battery charging, fuel transfer, vehicle repair or any activity creating heat, sparks, fumes, odours, dust, excessive noise, vibration or increased fire risk.
- 6.2** The Customer must not store or bring onto the Site food or perishables likely to attract pests; living animals or creatures; plants; waste; flammable liquids or gases; petrol, diesel or other fuels; gas cylinders; paint or solvents; firearms, ammunition or weapons; explosives; fireworks; toxic, radioactive, biological or hazardous substances; illegal or stolen goods; or any item which may cause danger, nuisance or damage.
- 6.3** Lithium-ion batteries, e-bikes, e-scooters, hoverboards, battery packs, large power banks or similar battery-powered items must not be stored unless expressly permitted in writing by the Operator. Charging any such item on the Site is prohibited.
- 6.4** The Operator may require immediate removal of prohibited or unsuitable Goods and may take reasonable steps to make such Goods safe where necessary. The Customer is responsible for the reasonable costs arising from their breach of this clause 6.4.

7 DELIVERIES, COLLECTIONS AND THIRD PARTIES

- 7.1** The Customer must not use the Site as a registered office, postal address, business trading address or delivery address unless the Operator has agreed in writing.
- 7.2** The Operator is not obliged to accept deliveries, collections or visitors for the Customer. If the Operator agrees to do so, it acts as the Customer's agent and at the Customer's risk and may require written authority before releasing Goods, keys or access credentials.
- 7.3** The Customer is responsible for the acts and omissions of any family member, employee, contractor, agent, courier or other person who accesses the Site or Unit using the Customer's permission or access credentials.

8 RELOCATION OR SUBSTITUTION OF UNIT

- 8.1** The Operator may require the Customer to move to another unit of comparable size or suitability where reasonably required for operational, maintenance, safety, refurbishment, development, security or other reasonable business purposes.
- 8.2** The Operator will give reasonable notice where practicable. In an emergency, or where the Customer fails to move the Goods after reasonable notice, the Operator may arrange for the Goods to be moved using reasonable care and may charge the reasonable costs to the Customer where the move results from the Customer's breach.

9 GOODS PROTECTION AND INSURANCE

- 9.1** Where the Customer elects to take the Goods Protection option, or where Goods Protection is stated as included on the Contract Form, the Customer must declare to the Operator the full replacement value of the Goods and keep that declared value up to date throughout the storage period.
- 9.2** Goods Protection is optional unless the Contract Form states otherwise. If the Customer does not take Goods Protection, or where Goods Protection does not apply, the Operator's liability for the Goods will be governed by the limitation of liability provisions in these Conditions and the Customer should arrange such independent insurance as the Customer considers appropriate.
- 9.3** Where Goods Protection applies, the Operator accepts limited contractual liability for physical loss of or damage to the Goods caused by the events set out in Schedule 1, subject to the declared value, limits, excesses, exclusions and other conditions in the Agreement.
- 9.4** The Customer is solely responsible for declaring the full replacement value of the Goods. The Operator does not provide advice as to the value of the Goods. The Operator's liability under Goods Protection will not exceed the declared value or any lower applicable limit stated in Schedule 1 or the Contract Form.
- 9.5** If the Customer has not declared the total value of the Goods, or the declared value is less than the actual replacement value, any liability under Goods Protection may be reduced in the same proportion that the declared value bears to the actual replacement value of the Goods.
- 9.6** The Customer must notify the Operator promptly of any loss or damage and provide full details and reasonable evidence of the loss, damage and value of the Goods. The Operator may, where liable, elect to repair, replace or provide compensation in accordance with Schedule 1.

10 LIABILITY

- 10.1** Nothing in the Agreement limits or excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability which cannot lawfully be limited or excluded.
- 10.2** Subject to clause 10.1 and any specific liability accepted under Goods Protection, the Operator is not liable for loss of or damage to Goods except to the extent caused by the Operator's negligence or other breach of duty for which liability cannot lawfully be excluded or limited.
- 10.3** The Operator is not liable for indirect or consequential loss, loss of profit, loss of business, loss of goodwill, loss of anticipated savings, loss of data, business interruption or loss arising from delay or restricted access, except where such liability cannot lawfully be excluded.
- 10.4** The Customer is responsible for and must reimburse the Operator for reasonable losses, liabilities, costs and expenses caused by the Customer's breach of the Agreement, prohibited Goods, unsafe storage or damage caused by the Customer or persons for whom the Customer is responsible.
- 10.5** The Customer is responsible for deciding whether the Unit and Site are suitable for the Goods and should not rely on oral statements unless confirmed in writing by the Operator.

11 DEFAULT, LIEN, SALE AND DISPOSAL OF GOODS

- 11.1** If any Debt remains unpaid, the Operator may restrict access, overlock the Unit, terminate the Agreement, continue to charge Storage Fees and reasonable costs, and exercise any lien or other right available to it by law over the Goods as security for the Debt.

- 11.2** Before selling or disposing of Goods for non-payment, the Operator will give written notice requiring the Customer to pay the Debt and/or collect the Goods, except where immediate action is reasonably required for safety, legal, environmental, pest or contamination reasons.
- 11.3** If the Debt remains unpaid or the Goods are not collected within the period stated in the notice, the Operator may enter the Unit and, subject to applicable law, remove, sell, dispose of, recycle, donate or otherwise deal with the Goods.
- 11.4** The Operator may apply sale proceeds first towards the reasonable costs of entry, removal, storage, valuation, advertising, sale, disposal and administration, and then towards the Debt. Any surplus will be held for the Customer for a reasonable period, subject to applicable law.
- 11.5** The Operator is not required to achieve any particular sale price and may dispose of Goods which are unsaleable, contaminated, hazardous, perishable, of low value or where the likely cost of sale exceeds the likely proceeds.

12 ITEMS LEFT OUTSIDE UNITS OR AFTER TERMINATION

- 12.1** Goods left unattended in corridors, loading bays, reception, car parks, communal areas or outside a Unit may be removed immediately where they create an obstruction, safety or security risk. The Customer is responsible for reasonable removal and disposal costs.
- 12.2** If Goods remain in the Unit after termination, the Operator may continue charging Storage Fees and reasonable costs until the Goods are removed or otherwise dealt with in accordance with clause 11.

13 HEALTH AND SAFETY

- 13.1** The Customer must comply with all Site signs, fire procedures, access instructions, health and safety rules and reasonable directions issued by the Operator.
- 13.2** If a fire alarm sounds, the Customer must immediately leave by the nearest safe exit, go to the designated fire assembly point and not re-enter until authorised.
- 13.3** The Customer must promptly report any accident, injury, fire, near miss, dangerous occurrence, spill, damage, security incident or trapped-person/access issue.
- 13.4** The Operator does not provide lifting, moving, packing or loading assistance unless expressly agreed in writing. The Customer is responsible for the safe lifting, carrying, loading and unloading of Goods.

14 TERMINATION

- 14.1** Either party may terminate the Agreement by giving at least 30 days' written notice unless a shorter notice period is specified in the Contract Form or agreed in writing.
- 14.2** The Operator may terminate immediately or on shorter notice if the Customer is in material breach, any payment remains unpaid for 14 days after written demand, prohibited Goods are stored, the Site is put at risk, the Customer causes serious nuisance or the Operator is required to terminate by law or an insurer.
- 14.3** On termination, the Customer must remove all Goods, leave the Unit empty, clean and undamaged, remove any Customer-owned lock if required, return access devices and pay all outstanding sums.

15 DATA PROTECTION, CCTV AND COMMUNICATIONS

- 15.1** The Operator may process the Customer's personal information for the purposes of operating the Agreement, managing payments, access control, security, debt recovery, customer service, legal compliance and Goods Protection.
- 15.2** The Site may be monitored by CCTV, alarms, access-control and other security systems for safety, security, crime prevention, investigation, access management and property protection.
- 15.3** Where the Customer has consented, or where otherwise permitted by law, the Operator may send marketing communications, customer service updates and requests for reviews or feedback. The Customer may opt out of marketing at any time.
- 15.4** The Operator's current privacy policy and contact details are available from the Operator and at thestorehub.co.uk.

16 NOTICES

- 16.1** Notices may be sent by email, post, hand delivery or another method stated in the Contract Form. Notices to the Customer will be sent to the latest contact details provided by the Customer.
- 16.2** A notice sent by first-class post is deemed received two Business Days after posting. A notice sent by email is deemed received when sent provided no delivery failure notice is received. Hand delivery is deemed received when delivered.
- 16.3** Notices to the Operator must be sent using the contact details shown on the Contract Form or otherwise notified by the Operator.

17 CHANGES TO TERMS

- 17.1** The Operator may amend these Conditions or Site rules by giving at least 30 days' written notice, except where an earlier change is reasonably required by law, regulation, safety, security, an insurer, an emergency or another circumstance outside the Operator's reasonable control.
- 17.2** If the Customer continues to use the Unit after revised Conditions take effect, the Customer will be deemed to have accepted the revised Conditions, subject to any rights the Customer has under applicable consumer law.

18 GENERAL

- 18.1** The Agreement constitutes the entire agreement between the parties relating to storage of the Goods and supersedes prior discussions or representations not recorded in writing.
- 18.2** The Customer may not transfer or assign the Agreement without the Operator's prior written consent. The Operator may transfer or assign the Agreement to a purchaser, group company, funder or successor operator of the Site or business, subject to applicable law.
- 18.3** Except for any person expressly identified in the Agreement as having enforcement rights, a person who is not a party to the Agreement shall not have any right to enforce it under the Contracts (Rights of Third Parties) Act 1999.
- 18.4** If any provision is invalid or unenforceable, the remaining provisions will continue in force.

18.5 A failure or delay by either party to exercise a right does not waive that right.

19 FORCE MAJEURE

19.1 The Operator is not responsible for delay, interruption, closure, restricted access or failure to perform obligations caused by circumstances outside its reasonable control, including fire, flood, storm, power or utility failure, civil emergency, industrial action, government action or security incident.

20 GOVERNING LAW AND JURISDICTION

20.1 The Agreement is governed by the laws of England and Wales.

20.2 The courts of England and Wales have jurisdiction to settle any dispute or claim arising out of or in connection with the Agreement, subject to any mandatory consumer rights which cannot lawfully be excluded.

SCHEDULE 1

Goods Protection Terms

This Schedule forms part of the Agreement where Goods Protection is selected by the Customer or is stated as included on the Contract Form. Pending confirmation of the Operator's final insurer-approved wording, these provisions set out the Goods Protection arrangement applying at the Site. The Operator may amend this Schedule in accordance with clause 17 where reasonably required to reflect the terms, requirements or claims procedures of its insurer or goods-protection provider.

A. COVERED EVENTS

A.1 Where Goods Protection applies, the Operator accepts limited contractual liability for physical loss of or damage to the Goods caused by the following events, subject always to the limits, exclusions and conditions in these Terms and this Schedule:

- fire
- lightning
- explosion
- earthquake
- storm and/or flood
- bursting and/or leaking pipes
- ingress of water or other liquids
- aircraft or articles dropped from them
- moth or insect or vermin from an external cause
- theft following forcible and violent entry to or from the Site or Unit
- riot, strike or civil commotion
- malicious damage
- impact by vehicles or railway rolling stock

A.2 In all other cases, the Operator's liability will be considered in accordance with the limitation of liability provisions in these Conditions.

A.3 The Customer is solely responsible for declaring the full replacement value of all Goods stored in the Unit and for keeping that declared value accurate throughout the storage period. The Operator does not advise the Customer on the value of the Goods.

A.4 If the declared value is less than the actual full replacement value of the Goods at the time of loss or damage, the amount payable may be reduced in the same proportion as the declared value bears to the actual replacement value.

- A.5** The Operator will not be liable for the first GBP 100 of any claim for lost, stolen or damaged Goods, increasing to GBP 250 where the claim arises from water damage, unless a different excess is stated on the Contract Form or confirmed by the Operator in writing.
- A.6** Where Goods form part of a pair or set, liability is limited to the value of the individual item physically lost or damaged and not the value of the pair or set as a whole.
- A.7** Where liable, the Operator may at its option repair, replace and/or provide compensation. Any replacement will be on a new-for-old basis only where the replacement is substantially better than the original and the item does not show an unreasonable level of wear; otherwise age, condition, quality and market value may be taken into account.
- A.8** Full details of any loss or damage must be notified to the Operator as soon as reasonably practicable and reasonable evidence of ownership, value and loss must be provided when requested.

B. EXCLUDED OR RESTRICTED GOODS

- B.1** Goods Protection does not apply to the following Goods, and any claim relating to them will instead be dealt with under the general limitation of liability provisions:
- deeds, securities, bonds, financial instruments, money, coins, currency or bullion
 - food or perishable items unless securely packed so that they are protected from and do not attract vermin
 - plants and living creatures
 - data records, including information held on memory sticks, hard drives, CDs, DVDs or similar media
 - combustibles, explosives and/or flammable goods, including gas, paint, petrol, oil, cleaning solvents, compressed gases and chemicals
 - radioactive materials, biological agents, toxic waste, asbestos or other potentially hazardous substances or items that emit fumes or odours or are environmentally harmful
 - firearms, weapons and/or ammunition
 - lithium-ion batteries exceeding 160Wh unless built into and not removable from otherwise permitted Goods, together with damaged or defective batteries and prohibited charging equipment
 - illegal, counterfeit, smuggled, unlicensed or unsafe items
 - items unique in nature or whose value cannot reasonably be assessed on a financial basis
- B.2** Unless a different amount is confirmed in writing, liability under Goods Protection is limited to a maximum of GBP 500 in total for jewellery, watches, precious stones or precious metals; GBP 10,000 in total for furs, fine art, perfumery, tobacco, cigars, cigarettes, wines, beers, spirits and vaping equipment; and GBP 10,000 in total for consumer and commercial electronic and electrical equipment and instruments.

C. EXCLUDED CAUSES AND LOSSES

- C.1** There is no liability under Goods Protection for loss of or damage to Goods arising from:
- leakage of liquid from a receptacle or container belonging to the Customer
 - war, invasion, hostilities, civil war, rebellion, revolution, insurrection, military or usurped power, confiscation, nationalisation, requisition or destruction of or damage to Goods under the order of any government or public authority
 - acts of terrorism
 - depreciation following repair or restoration of a damaged item
 - the Customer's own deliberate act or omission
 - radioactive contamination or chemical, biological, biochemical or electromagnetic weapons
 - pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds
 - cyber events, malicious code, computer viruses or electronic process disruption
 - communicable disease or fear or threat of communicable disease

- C.2** The Operator is not liable under Goods Protection for consequential or indirect loss, including loss of profit, loss of goodwill, business interruption, loss of anticipated savings, loss of data or restriction of access to the Goods.

D. CLAIMS AND CUSTOMER DUTIES

- D.1** The Customer must remain up to date with all Storage Fees and Goods Protection charges.
- D.2** If the Customer knowingly provides misleading, incorrect, false or fraudulent information in relation to a claim, or deliberately exaggerates the extent of a loss or damage, the Operator may reject the claim, cancel Goods Protection and recover reasonable costs and expenses incurred in dealing with the matter.
- D.3** The Customer must cooperate with the Operator and any insurer, claims handler or loss adjuster appointed to investigate or manage a claim.
- D.4** Claims must be notified using the procedure and contact details provided by the Operator. The Operator will provide the relevant insurer, claims administrator or loss-adjuster details once those arrangements are confirmed.

END OF SHD-TCS-3 · TERMS AND CONDITIONS V3

Once completed and signed, this Contract Form together with the Terms & Conditions (SHD-TCS-3) forms your Agreement with The Store Hub. Goods-protection cover is included at the level shown against your unit size.

YOUR DETAILS

FULL NAME / COMPANY

EMAIL

ADDRESS

CONTACT NUMBER

YOUR UNIT

UNIT NUMBER

SIZE (SQ FT)

MONTHLY FEE £

START DATE

DEPOSIT £ (IF ANY)

Goods-protection cover: included

AGREEMENT TERM — TICK ONE

Rolling monthly

6-month commitment

12-month commitment

12 months paid upfront

SIGNATURES

The Customer

SIGNATURE

DATE

For and on behalf of The Store Hub UK Group Limited

Andrew Hobson

SIGNED — ANDREW HOBSON, GENERAL MANAGER

Date:

OPERATOR — PRE-SIGNED · DATED AT ISSUE