

Self Storage Agreement

Facility Owner: Bubble Self Storage of Newtownstalaban, Co. Louth
Company number: 820365 **VAT Registration number:** 47585888GH

The details provided in the booking process and stored on Your online account will be used in conjunction with this Agreement.

Customer Name:	
Customer Email Address:	
Alternate Contact Person ("ACP")	as confirmed during the booking process
Please advise Us immediately if Your contact details or those of Your Alternate Contact Person change.	

By entering into this Agreement, You CONSENT that Your personal data may be used for credit and reference checking (see Condition 8).

You can withdraw Your consent or change Your contact preferences at any time by contacting Us. Please see Our Privacy Notice at <https://bubbleselfstorage.ie/> for more details.

STORAGE DETAILS	Unit number	as referenced on Your online account.
The Storage Period begins on the date referenced on Your online account and invoice, and runs for one calendar month. It then extends automatically for periods of the same length until cancellation notice is given by either party or it ends for another reason (see Condition 11).		
<i>Note - Unit sizes are approximate, so the size of Your Unit may vary slightly from the description. If You have exact requirements, check with the Facility before signing this Agreement. When You sign, You agree to the actual size of the Unit You use and not any represented Unit size.</i>		

By accepting this Agreement, You confirm:

- You accept the Storage Costs set out and have read, and agree to, the enclosed Conditions of Agreement.
- You have read and understand the Replacement Value and Maximum Replacement Value definitions.
- The Maximum Replacement Value must represent the maximum total Replacement Value of all Goods in storage at any time throughout the Storage Period.
- You are required to provide a Maximum Replacement Value whether or not You opt for StoreProtect.
- You may not store any Excluded Items (see Condition 6.3), including any food. No food is permitted, whether sealed, packaged or otherwise.
- You understand there are certain things You must not do (Condition 6.5) and have read the requirements for storing Goods containing batteries (Condition 6.4).
- You are advised to inspect the Unit before storing Goods and it is strongly recommended that You periodically inspect Your Goods during the Storage Period, at least every three months for Goods stored in external Units or containers (Conditions 6.10.1 and 6.10.2).
- If the services begin during the 14-day Cooling-off Period (Condition 11.1), Your right to a refund of Storage Costs paid in advance will be lost for the period during which the services have been performed.

By ACCEPTING StoreProtect, You also confirm:

- You have read and understand the StoreProtect Addendum and wish to opt for enhanced liability protection up to the Maximum Replacement Value provided during the booking process.
- *The Proportional Reduction will apply if Your Maximum Replacement Value is inadequate. For example, if the total Replacement Value of Your Property is €10,000 but You declare €5,000, Our liability will be reduced by 50%. If €3,000 of Your Property is lost or damaged, Our liability would be €1,500.*
- If You submit a claim under StoreProtect, additional claims processing administration charges apply. We will deduct €50 from any settlement awarded to You to cover Our administration costs.

If You DECLINE StoreProtect, You understand that:

- If Your Property is affected by Loss or Damage, liability is limited to negligence only up to €100 or the actual value of the affected Property, whichever is less (Condition 7.2).
- You must arrange insurance at Your own expense for the stated Maximum Replacement Value of the Property (Condition 7.2.2).
- You must provide evidence of that insurance within 30 days after Your Goods are placed into storage. If You do not, You will be automatically enrolled into StoreProtect based on a Maximum Replacement Value of €10,000 and the StoreProtect Charges will be added to Your next invoice.

StoreProtect Status	ACCEPTED ☐
Maximum Replacement Value	€
The figure above must equal the value declared during the booking process. Any changes to the value declared during the Storage Period will supersede the value in this Agreement.	
Customer Signature	Date:

Special Importance Conditions

Please note the following key points from Our Conditions of Agreement:

Condition	Description
General	Our Storage Costs are based on the information provided by You and are subject to the storage services being carried out under the enclosed Conditions of Agreement.
6.14	You must own or be authorised to store the Goods.
3.2	Storage Costs must be paid in advance and on time. If payment remains outstanding for seven days, a €50 Account Recovery Administration Charge applies. Interest may accrue after 30 days.
4.1 to 4.5	If You do not comply with the Conditions, We have rights which include applying Your Deposit, seizing the Goods in storage and selling or disposing of them.
6.1	You must secure the entrance to the Unit after each visit.
6.10.1 and 6.10.2	You must check the Unit is suitable for the Goods You intend to store. We recommend periodic inspection during the Storage Period.
6.3	You must not store any Excluded Items, including food of any kind, perishable, dangerous, illegal, stolen, environmentally harmful or explosive Goods. If Contaminating Materials are found, You are liable for all remediation costs, including pest control, cleaning, moving Goods, disposal and a minimum administration fee of €150 (see Condition 6.3.1).
7.2	Our standard terms limit liability to Loss or Damage caused by Our negligence, up to €100. You must arrange insurance at Your own expense for the stated Maximum Replacement Value throughout storage.
7.6	We exclude liability in certain circumstances, including mysterious disappearance or unexplained shortage (except theft by forcible entry), specified causes such as moth, vermin, mould, mildew or rust, pair or set value, and sentimental value.
7.7	We are not liable for Loss or Damage resulting from events, circumstances or causes beyond Our reasonable control.
StoreProtect Addendum	Alternatively, You may ask Us to accept enhanced liability up to Your Maximum Replacement Value under StoreProtect, subject to StoreProtect Charges and the Claims Admin Fee. Review the StoreProtect Addendum for restrictions and limitations.
Maximum Replacement Value	You must provide a Maximum Replacement Value during the booking process whether or not You opt for StoreProtect. Review the definition before providing the figure.
8	We may use and share Your personal and other data in certain circumstances, as explained in Our Privacy Notice.
11.2	You must give at least seven days' written notice to terminate this Agreement. No refund is provided for unused days following notice.

Please read the complete Conditions of Agreement and StoreProtect Addendum. If You have questions, contact Us before accepting the Agreement.

CONDITIONS OF AGREEMENT

(A COPY IN A LARGER FONT SIZE IS AVAILABLE UPON REQUEST)

These are the terms and conditions on which We supply Our services to You and explain the rights, obligations and responsibilities of all parties.

DEFINITIONS

For this Agreement, the following definitions apply:

- "Access Hours" means the hours displayed at <https://bubbleselfstorage.ie/>.
- "Account Recovery Administration Charge" means the charge specified in Condition 3.2(b), payable towards the administrative costs incurred by Us in managing an overdue account.
- "Agreement" includes these Conditions of Agreement, the Self Storage Agreement and, where applicable, the StoreProtect Addendum.
- "Contaminating Materials" means any food, perishable Goods, animal feed, bodily fluids, human or animal waste, mould, biological material, medical waste, chemicals, oils, substances causing infestation or odours, and any other material requiring specialist cleaning, isolation, treatment or disposal.
- "Debt" means any Storage Costs, charges, interest, costs or other amounts due to Us under this Agreement which have not been paid when due.
- "Facility" means the building, warehouse, external storage containers, land or other premises owned, leased or operated by the Facility Operator.
- "Facility Operator" means the Facility Owner identified on the first page of the Self Storage Agreement.
- "Property", "Your Property" or "Goods" means any or all goods stored by You in a storage Unit allocated to You at Our Facility.
- "Replacement Value" means the current cost of replacing Your Property as new, except for household linen and clothing; motorcars, motorbikes, boats, caravans, motorhomes and other motorised vehicles, where age, quality, use, existing damage and market value are taken into account; Goods which cannot be purchased new, where current market value applies; and documents, where only the physical cost of replacement, reprinting, re-issue or reconstitution applies, excluding the value of the information in them.
- "Maximum Replacement Value" means the maximum total Replacement Value of all Property at any time throughout the Storage Period.
- "Loss" or "Damage" means identifiable losses and direct physical destruction or of damage to Your Goods, caused by wilful acts, omissions or default, including theft by forcible entry or damage while the Goods are in the Unit.
- "Payment Provider" means Stripe or any other payment processor appointed by Us from time to time.
- "Storage Costs" means the Storage Costs stated on the Self Storage Agreement, as varied under this Agreement, and, if You opt for StoreProtect, the StoreProtect Charges.
- "StoreProtect Charges" means the additional charges set out in the Self Storage Agreement for StoreProtect.
- "We", "Us" or "Our" means the Facility Operator and its employees, agents or representatives.
- "You" or "Your" means the customer named in this Agreement.

1. COMMENCEMENT

1.1. This Agreement comes into existence when We receive Your signed Self Storage Agreement, receive payment of Our Storage Costs and notify You that We have accepted Your order. The Storage Period begins on the date agreed during the order process and shown on the Self Storage Agreement.

2. OUR SERVICES TO YOU

2.1. So long as all fees are paid and subject to these Conditions: (a) We will make available to You a lockable, segregated area of Our Facility ("Unit") for storage of Goods; (b) You are granted a licence during the Storage Period to store Goods only in the Unit allocated by Us from time to time; (c) We will maintain the Facility in a secure and safe condition; and (d) We will make every reasonable effort to protect Your Property from Loss or Damage while the Goods remain in the Unit or Our care, custody and control, subject to Condition 7 and the other terms of this Agreement.

2.2. We do not grant a lease or tenancy of the Unit or any part of the Facility. Nothing in this Agreement creates a landlord and tenant relationship. We retain control, possession and management of the Facility and Unit, and You have no right to exclude Us from either.

2.3. If You wish to take up an additional service We offer, such as delivery and collection, We will provide details separately. You must accept the terms and conditions applying to that service, which may be subject to additional charges.

3. COST

3.1. You must pay the Deposit on signing this Agreement. The Deposit, or the balance after appropriate deductions for unpaid Storage Costs, repairs, cleaning or other charges to put right any breach by You, will be refunded by cheque or electronic transfer within 21 days after termination.

3.2. You are responsible for paying: (a) the Storage Costs, including StoreProtect Charges if You have opted for StoreProtect. We will take the first payment when Your order is accepted and subsequent payments in advance on the invoice date for each Storage Period or other date agreed with You (the "Due Date"). You must ensure payment is made on time and in full. We normally issue an electronic invoice after payment. A payment is not credited to Your account unless clearly identified as directed by Us, and is not treated as made until We receive cleared funds. You authorise Us to instruct the Payment Provider to retain and use Your nominated payment method to collect Storage Costs, StoreProtect Charges, Account Recovery Administration Charges, interest and any other sums due under this Agreement; (b) if any amount remains unpaid for seven days after the Due Date, or a payment instruction is declined, reversed or cancelled and the amount remains unpaid for seven days, an Account Recovery Administration Charge of €50. Only one such charge applies to each overdue monthly payment; (c) all reasonable costs incurred in collecting late or unpaid amounts or enforcing this Agreement, including administration and staff time, tracing agents, debt collection agencies, solicitors, court fees, auctioneers, locksmiths, contractors, pest control, environmental clean-up, removal, storage, sale and disposal costs. The Account Recovery Administration Charge is separate from and additional to those costs and all other rights and remedies; (d) interest on any Debt outstanding for more than 30 days, at 8% per annum above the European Central Bank main refinancing rate, calculated daily from the 31st day until payment in full; (e) government taxes or charges, including VAT, levied on supplies under this Agreement; and (f) any Cleaning Fee or repair charges under Condition 6.7. If You fail to identify or make payment, We may enforce this Agreement, including exercising the rights in Conditions 4.1 to 4.5. We have no liability to You for taking such action, and You indemnify Us for the reasonable costs We incur.

3.3. Where You have more than one agreement with Us, they form one account. We may apply any payment made by or for You against the oldest amount due under any agreement. Retaining a part payment does not affect Our rights regarding the outstanding balance. Any relevant time period continues to run from the original Due Date and is not extended by part payment.

4. DEFAULT - RIGHT TO SELL OR DISPOSE OF GOODS

4.1. We take prompt payment seriously and have a general and particular right of lien, being a right to seize and sell or dispose of some or all of Your Goods as security for Your payment obligations. If a Debt is not paid when due, You authorise Us without further notice to: (a) refuse You and Your Agents access to the Goods, Unit and Facility and overlock the Unit until the Debt is paid in full; (b) enter the Unit, inspect the Goods and remove them to another Unit or site, charging You all reasonable costs on any number of occasions; and (c) apply the Deposit against the Debt and, if it is insufficient, retain and ultimately sell or dispose of some or all of the Goods under Conditions 4.3 to 4.5. We may continue to charge Storage Costs until the Debt is paid in full or the Goods are sold or disposed of. We may sell the Goods as owner and pass ownership to the buyer. If You do not pay on the Due Date, the value of discounts and special offers, including free storage periods, becomes payable in full.

4.2. If, when this Agreement expires or ends, You fail to remove all Goods, We may treat them as abandoned and sell or dispose of them under Conditions 4.3 to 4.5. You remain liable for Storage Costs from abandonment until sale or disposal, together with disposal costs, which will be added to or treated as a Debt.

4.3. Before selling or disposing of Goods, We will give written notice directing You to pay the Debt, if You are in default, or collect the Goods, if they are abandoned. Notice will be sent by registered or recorded delivery to the last postal address notified by You and by email and/or direct message on social media. If no postal address has been provided, We may use any postal address, email address or social media details We hold for You or the ACP. If You fail to pay and/or collect the Goods, We may access the Unit and begin sale or disposal. You authorise sale or disposal without further notice regardless of the nature, content or value of the Goods. We will seek the best price reasonably available in the open market, taking sale

costs into account. Default action costs, including access, sale and disposal costs, will be added to or treated as a Debt.

4.4. Sale proceeds will be applied first to removal and sale costs and then to the Debt. If the proceeds are insufficient, You must pay the balance within seven days after written demand. We may recover the balance and reasonable legal and administration costs. If sale proceeds exceed the amount due, We will try to return the excess. If that is not reasonably possible, We will hold it for You without interest.

4.5. If, in Our opinion, Goods are not saleable, fail to sell or are not valuable enough to justify sale costs, You authorise Us to treat them as abandoned and dispose of them at Your cost. We may also dispose of Goods where fire, flood or another event has, in Our reasonable opinion, made them severely damaged, commercially valueless or dangerous, or where Goods may contain personal data belonging to You or others. We do not need prior approval, but will send written notice within seven days after assessing damaged Goods.

4.6. Property left unattended in common areas or outside Your Unit may be treated as abandoned and moved, sold or disposed of immediately at Our discretion, without liability to Us.

5. ACCESS

5.1. You may access the Unit during Access Hours, subject to this Agreement. We will try to give advance warning of changes by notice at the Facility and/or by SMS or email, but may temporarily change Access Hours to other reasonable times without prior notice.

5.2. If We grant extended access outside normal hours, it is available only during the hours indicated on the Self Storage Agreement and subject to any additional charges.

5.3. Only You or Your Agents may access the Unit. You are responsible and liable to Us and other Facility users for Your actions and those of Your Agents. We may require proof of identity at any time and may refuse access to anyone unable to provide satisfactory proof.

5.4. We may refuse access to the Unit and/or Facility where money is owing to Us, whether or not formally demanded; where safety or security has been or may be put at risk; where a person behaves in an abusive, threatening, violent, intimidating or otherwise unsafe manner; or where a person refuses to follow reasonable safety or security directions.

5.5. You should not leave a key with, or permit access to, anyone other than Your Agent who is responsible to You and subject to Your control. If You do, it is at Your own risk.

5.6. You authorise Us and Our agents and contractors to enter the Unit and, if reasonably necessary, break a lock: (a) on at least seven days' notice to inspect or carry out repairs or alterations to the Unit or Facility; (b) without prior notice, but with notice as soon as practicable afterwards, in an emergency, to prevent injury or damage, or to safeguard Goods; (c) if We believe the Unit is used for prohibited Goods, Excluded Items or a prohibited purpose; (d) if required by law, An Garda Síochána, the fire services, the Revenue Commissioners, another competent authority or a court order; or (e) to relocate Goods or exercise Our lien or power of sale or disposal.

5.7. When exercising rights under this Agreement or investigating an actual or suspected breach, incident, Loss or Damage, We may photograph or video-record the Unit, Goods and relevant parts of the Facility. We may retain and use those images as evidence for safety, security, claims handling and enforcement purposes, in accordance with Our Privacy Notice.

6. GENERAL CONDITIONS

6.1. You are solely responsible for securing the Unit and keeping it locked against unauthorised entry whenever You are not in it. We are not responsible for securing an unlocked Unit. You must not place a padlock or other device in Our overlocking position; We may cut it off at Your expense.

6.2. While We retain overall responsibility for securing the Facility, You must secure its external gates and/or doors where required.

6.3. You must not store or allow anyone to store any of the following in the Unit ("Excluded Items"): (a) any food, food product, animal feed or perishable Goods, whether sealed, packaged or otherwise; (b) living creatures; (c) lithium-ion batteries over 160 Wh unless built into and not removable from otherwise permitted Goods; (d) portable battery chargers, power banks or similar portable power sources; (e) more than five E-Scooters, E-Bikes, E-Skateboards or similar battery-powered vehicles in one Unit unless the batteries are removed and not stored in the Unit; (f) more than ten laptops, tablets, children's toys or similar items with built-in batteries in one Unit unless agreed by Us in writing; (g) combustible or flammable substances, including gas, paint, petrol, oil, cleaning solvents or compressed gases; (h) firearms, explosives, weapons or ammunition; (i) chemicals, radioactive materials, biological agents, toxic or medical waste, asbestos or other

hazardous substances; (j) Goods emitting fumes or odours; (k) illegal Goods or substances, stolen or illegally obtained Goods, including counterfeit or smuggled tobacco or alcohol, and unlicensed or unsafe Goods; (l) environmentally harmful Goods or Goods risking any person's property; (m) currency, deeds or securities; (n) Property whose value to You cannot be assessed financially; and (o) Contaminating Materials. You are liable under Conditions 7.9 and 7.10 for breach of this Condition.

6.3.1. If Contaminating Materials are discovered in the Unit in breach of Condition 6.3, You are fully liable for all reasonable remediation costs. These include professional pest control; removal, relocation, storage and return of Your Goods and other affected customers' Goods; cleaning, deodorising, disinfecting or sanitising the Unit, adjoining Units and common areas; disposal of contaminated or infested items; specialist or environmental clean-up; and administration, labour and contractor fees. A minimum administration fee of €150 applies to each incident, in addition to further reasonable costs. We may immediately remove, isolate or dispose of Contaminating Materials where We reasonably believe this is necessary to protect persons, property or the Facility. We may invoice all such costs, which will be treated as a Debt under Condition 4.1 if unpaid. This does not limit Our other rights, including under Conditions 4, 6.7, 7.8 and 7.10.

6.4. When storing Goods with built-in batteries, including laptops, tablets, children's toys, E-Scooters, E-Bikes, E-Skateboards or similar vehicles, You must ensure: (a) the Goods have no visible physical defect or fault; and (b) they are not stacked and have adequate air circulation. We recommend storing all batteries at the lowest practical charge.

6.5. You must use the Unit only for storage and must not allow anyone to: (a) use it as an office, living accommodation, home, business or mailing address; (b) cause nuisance, including escaping substances or odours, noise or vibration; (c) charge or power an electrical item unless it has no visible defect and You are present; (d) paint, alter or attach anything to internal or external surfaces; (e) connect utilities or services unless We authorise them; (f) damage the Unit or Facility, including through removal, haulage or delivery contractors; or (g) create an obstruction or leave Property or refuse in a common area.

6.6. You must not use portable heaters in the Unit.

6.7. You must not damage the Unit and must keep it clean during the Storage Period. If the Unit or Facility is unclean or damaged, We may retain the Deposit, charge a Cleaning Fee and/or recover from You the reasonable costs of repairs, replacement, restoration, compensation or refuse disposal.

6.8. You and Your Agents must use reasonable care, respect the Facility and other Unit users, inform Us immediately of damage or defects, comply with reasonable directions from Our employees, agents and contractors, and comply with Facility safety and security policies issued from time to time.

6.9. This Agreement does not give You exclusive possession. We may relocate You to another Unit no smaller than the current Unit: (a) on 14 days' notice, during which You may terminate under Condition 11; or (b) on shorter notice if an incident requires closure or sealing of the Unit or its area. We will pay reasonable removal costs approved by Us in writing before removal. If You do not move by the stated date, You authorise Us and Our agents to enter and move the Goods as Your agent and at Your risk, except for wilful or negligent damage subject to Condition 7. The Agreement then continues with the new Unit number and the Storage Costs applying to the original Unit at the time of removal.

6.10. Unit suitability and inspection

6.10.1. You must ensure the Unit is suitable for the Goods You intend to store. We make no warranty or representation that a Unit is suitable for particular Goods and accept no liability in that regard.

6.10.2. We strongly recommend that You inspect Your Property periodically during the Storage Period and at least every three months for Goods in external Units or containers. Regular inspection may reduce Damage from atmospheric or climatic causes, such as mould, mildew or rust, for which We are not responsible (see Condition 7.6.5).

6.11. Unit sizes are approximate. If You have exact requirements, check with Us before signing. By signing, You agree to the Unit's actual size and not any represented size.

6.12. We may refuse to store Goods or require removal where, in Our opinion, storage creates a risk to any person or property.

6.13. You must notify Us in writing within 48 hours of any change to Your or the ACP's contact details. You agree We may discuss any default by You with the ACP.

6.14. You are deemed to know the Goods in the Unit and warrant that You own them and/or are legally authorised, as the owner's agent, to

deal with them under this Agreement. We do not have and are not deemed to have knowledge of the Goods.

7. RISK AND RESPONSIBILITY

7.1. Our liability begins when Your Property is placed by You or Your Agents in the Unit and the Unit is locked by You, and ends immediately when the Property is removed.

7.2. Restricted Liability

7.2.1. We are liable only for Loss or Damage caused by Our negligence, up to a maximum of €100 for any one event or connected series of events.

7.2.2. We do not insure the Goods. It is a condition of this Condition 7.2 that the Goods remain insured for their Maximum Replacement Value while in storage. You warrant that cover is in place, will not lapse, and is sufficient. We do not advise on insurance adequacy. Reviewing insurance documents does not mean We approve the cover or confirm it is sufficient.

7.2.3. For the avoidance of doubt, We have no liability for Loss or Damage unless directly caused by Our negligence.

7.3. StoreProtect - Enhanced Liability Option

7.3.1. As an alternative to Condition 7.2, You may opt for StoreProtect. "StoreProtect" is an agreement between You and Us under which We accept enhanced liability in return for StoreProtect Charges, subject to the StoreProtect Addendum and this Agreement.

7.4. Nothing limits liability which cannot legally be limited, including liability for physical injury or death directly resulting from Our negligence or wilful default, or that of Our agents or employees.

7.5. The restrictions in this Condition 7 apply to every liability arising under or in connection with this Agreement, including contract, tort, negligence, misrepresentation, restitution or otherwise.

7.6. We are not in breach of this Agreement and exclude all liability to You for the following ("Excluded Liabilities"):

7.6.1. Mysterious disappearance or unexplained shortage except theft evidenced by forcible entry to the Unit.

7.6.2. Loss or Damage discovered after Property is removed from the Facility.

7.6.3. Loss resulting from inability to access the Facility or Unit, regardless of cause.

7.6.4. Business loss, including indirect or consequential loss, lost profit, income or savings, wasted expenditure or interruption.

7.6.5. Loss or Damage caused by moth, insect or vermin unless from outside the Unit; ordinary leakage, loss in weight or volume, evaporation or the nature of the Property; liquid leaking from a container unless from outside the Unit; inherent vice or latent defect; mould, mildew or rust unless caused by external water ingress; atmospheric or climatic causes, including unsuitable Property; or electrical, electronic or mechanical derangement, including software or microchip configuration failure, except where directly resulting from external physical damage caused by Our negligence.

7.6.6. Value arising solely because an item is part of a pair or set, including the value of an undamaged part.

7.6.7. Purely sentimental value.

7.6.8. Reimbursement of Storage Costs unless Loss or Damage prevents Us from providing services, in which case We will reimburse the proportion relating to services not provided as a direct result.

7.6.9. Loss or Damage caused by Your or Your Agents' non-compliance with laws or regulations.

7.6.10. Loss or Damage caused by Your or Your Agents' act or omission, including failure to secure, pack or stack Goods properly, the manner of storage, conduct at the Facility, or loading and unloading.

7.6.11. Loss or Damage to Excluded Items.

7.6.12. Loss or Damage resulting from failure to comply with this Agreement, particularly Conditions 6 and 7.

7.7. We are not in breach and are not liable for delay, failure, Loss or Damage caused by events beyond Our reasonable control, including acts of God, riot, strike, trade or labour disputes, terrorism, environmental or health emergencies, epidemics, pandemics, restrictions, or entry, arrest, seizure or confiscation by competent authorities. We are not responsible for failing to allow access while those circumstances continue, but will try to minimise their effects.

7.8. You must compensate Us in full for claims, liabilities, demands, damages, costs and expenses, including reasonable legal and professional fees ("Liabilities"), arising from: (a) use of the Unit, including ownership or storage of Goods or Excluded Items and Facility access; (b) breach by You or Your Agents; or (c) enforcement of this Agreement.

7.9. You must comply with this Agreement and all laws and regulations relating to use of the Unit, the Goods and their manner of storage. You are responsible for Liabilities resulting from breach.

7.10. If We reasonably believe You are not complying with laws or regulations, We may take any action We consider necessary, including action under Conditions 5.6 and 11.2, contacting or cooperating with authorities, submitting Goods to them, and immediately removing or disposing of Goods at Your expense. We may act at any time even if We could have acted earlier.

8. PERSONAL INFORMATION

8.1. We collect information about You and any ACP on registration and while this Agreement continues, including personal data ("Data"). We process Data in accordance with Regulation (EU) 2016/679 (the General Data Protection Regulation or "GDPR"), the Data Protection Act 2018 (Ireland), and legislation amending or replacing them. Our Privacy Notice at <https://bubbleselfstorage.ie/> explains how We use Data and Your rights. You confirm any ACP has consented to You providing their Data to Us on these terms.

8.2. If You consent, We may use Data for feedback and to provide information about products or services in response to Your requests or where We believe they may interest You. You can change Your choice at any time by contacting Us.

8.3. We may pass Data to Our claims agent where necessary for that agent to handle a claim on Our behalf.

9. COMMUNICATIONS AND NOTICE

9.1. We may send notifications about day-to-day matters and minor changes by email and/or SMS if You have agreed to SMS. They are effective one hour after sending, or immediately for an urgent problem or emergency. We may also send a direct message to Your social media account.

9.2. Notices about significant service or term changes, ending the Agreement, price changes, significant disruption, or enforcement of Our right to sell or dispose of Goods must be in writing and delivered by hand, prepaid post or email. Notice is received on hand delivery, one day after email, or 48 hours after posting. We will use the postal or email address most recently notified by You and/or Your social media account. If We cannot contact You, Notice is valid if served on the ACP at the ACP's last notified postal or email address. You must send Notice to Us by hand or post to the Facility address on the first page, or by email to hello@bubbleselfstorage.ie. If more than one contact is named, Notice to or by one contact is sufficient.

10. WHERE YOUR PROPERTY IS LOST OR DAMAGED

10.1. If You have Your own insurance covering Loss or Damage, You must recover from Your insurer in the first instance.

10.2. Despite Condition 10.1, if You discover Loss or Damage:

10.2.1. When the Facility is attended by Our employees ("Manned"), You must notify Us in person as soon as reasonably practical and before removing affected Goods.

10.2.2. When the Facility is not attended by Our employees ("Unmanned"), You must comply with the following conditions ("Unmanned Notification Conditions") to evidence that Loss or Damage occurred during the Storage Period in Your Unit:

10.2.2.1. Email hello@bubbleselfstorage.ie as soon as reasonably practical, with: (a) a written description of affected Goods and the Loss or Damage; and (b) photographs of affected Goods before removal from the Unit or, if not practical, photographs clearly showing them near the Unit within the Facility (the "Email Notification").

10.2.2.2. The Email Notification must be sent before affected Goods are removed from the Facility. We are not liable for Loss or Damage notified after removal unless Email Notification was provided.

10.2.2.3. If full Email Notification is not possible, notify Us in person, by telephone or in writing as soon as reasonably practical after discovery.

10.3. In all cases, provide as many practical details as possible in writing to hello@bubbleselfstorage.ie within seven days after discovery. In exceptional circumstances, We may extend the deadline if You request this in writing within those seven days.

10.4. Early notification helps Us establish the cause and investigate. We will provide a claim form, which You must make every effort to return within a reasonable time.

10.5. We are not liable for Loss or Damage unless You comply with Conditions 10.2 and 10.3.

10.6. If You have notified Us but do not receive a response within a reasonable time, You may contact Our claims agent directly at RCS, Swan House, Swan Centre, Leatherhead, Surrey, KT22 8AH, United Kingdom; telephone +44 (0) 1372 385970; email info@removalclaims.co.uk.

10.7. You must make every reasonable effort to prevent further Damage. Move wet or damp Goods away from undamaged Property and the water source, and tell Us if additional storage space may be required.

10.8. For Your safety, do not touch Goods damaged by vermin or affected by mould.

10.9. Do not dispose of Damaged Property until We have had a reasonable opportunity to inspect it, if necessary.

10.10. We may make enquiries necessary to investigate and You must cooperate and provide relevant information without delay when requested.

10.11. If You opt for StoreProtect, You must also comply with the Additional Claim Requirements in the StoreProtect Addendum.

10.12. If You provide misleading or incorrect claim information, or make a fraudulent, false or exaggerated claim, We may reject it, cancel or void the StoreProtect Addendum without refund of StoreProtect Charges, and recover Our costs.

11. CANCELLING OR ENDING THE AGREEMENT

11.1. If You entered into this Agreement without physically coming to the Facility, You have 14 days after We confirm acceptance to change Your mind (the "Cooling-off Period"). If You cancel during that period, We will refund You after deducting Storage Costs for services provided before cancellation and after all Goods are removed. We may use payments received to settle that amount. You may cancel by email, post or telephone, quoting Your name, address, order date and Unit number.

11.2. Unless otherwise agreed in writing, either party may end this Agreement by written notice under Condition 9.2. The end date ("Termination Date") must allow at least seven days' written notice and be clearly stated. We may terminate immediately by Notice for illegal or environmentally harmful activities or a breach which, if capable of remedy, You fail to remedy within 14 days after Our request. We may retain from the Deposit, or charge, apportioned Storage Costs if You give insufficient notice. Before close of business on the Termination Date, remove all Goods and leave the Unit clean and in good repair. If Goods or rubbish remain, Conditions 4.2 and 6.7 apply. Pay all Storage Costs and other amounts through the Termination Date, failing which Conditions 4.1 to 4.5 may apply. We will calculate outstanding fees. If We enter and find no Goods, We may terminate without advance Notice but will notify You within seven days. No refund is provided for unused days following notice.

11.3. Examine the Goods carefully on removal and notify Us of Loss or Damage under Condition 10.

11.4. Termination or expiry does not affect rights, remedies, obligations or liabilities arising beforehand, including claims for breach, outstanding money, property damage, personal injury, environmental damage and legal responsibility.

12. OTHER IMPORTANT TERMS

12.1. We may review and vary Storage Costs from time to time, taking into account inflation, operating costs, taxes or statutory charges, market conditions, occupancy levels and other commercial factors. We may also vary other terms or add terms. We will give written notice, and modified terms take effect on the first Due Date occurring at least 28 days after the notice. You may end this Agreement before the change takes effect by giving notice under Condition 9.2. Otherwise, continued use of the Unit constitutes acceptance.

12.2. You acknowledge and agree that: (a) this document, including the StoreProtect Addendum where applicable, is the whole agreement and You do not rely on statements, promises, representations, assurances or warranties not set out in it; (b) website descriptions and illustrations give only an approximate idea and have no contractual force; (c) this Agreement excludes other terms You seek to impose or which might otherwise be implied by law, trade custom, practice or dealing; (d) You raised all relevant queries and We answered them before entry into the Agreement; (e) special terms have been recorded in writing and incorporated; (f) a delay or failure by Us to enforce a right does not waive it unless We say so in writing; (g) no person other than You and Us has rights under this Agreement; (h) an invalid, unlawful or unenforceable provision or part is treated as deleted without affecting the remainder; (i) You may not assign or transfer rights, part with possession of the Unit or part with possession of Goods while at the Facility; (j) We may transfer Our rights to another organisation and will notify You; and (k) joint customers are jointly and severally liable, so We may enforce against any one of them.

12.3. This Agreement is governed by Irish law and disputes or claims will be decided by the Courts of Ireland. The parties must first try to settle a dispute by mediation conducted by an independent mediator appointed by agreement. Except for emergency interlocutory relief, neither party may start proceedings unless it has first offered mediation and mediation has not begun within a reasonable period.

12.4. Headings are for convenience only and do not affect interpretation. References to Conditions are to conditions of this Agreement. The words including, include and in particular do not limit

the words that precede them. The singular includes the plural and vice versa where the context requires.

StoreProtect Addendum

Please read the detailed terms below, particularly Exclusions - what StoreProtect does not provide for, which limits or excludes Our liability in certain circumstances.

"StoreProtect" means an agreement under which We accept enhanced liability for Loss or Damage to Your Property as described in this Addendum. StoreProtect is not insurance. We are not an insurance company or Your agent and are not obliged to arrange insurance in Your name. We assume the risk ourselves, but may arrange insurance covering Our liability.

StoreProtect may not be available in some circumstances and We may decline it at Our sole discretion.

Detailed terms	StoreProtect terms
StoreProtect - What do I receive?	- In return for StoreProtect Charges, We accept enhanced liability for Loss or Damage and Condition 7.2 will not apply. - We accept liability for Loss or Damage following breach of Our Duty of Care, up to the lower of the Maximum Replacement Value and the actual value of affected Property, subject to Proportional Reduction and the exclusions below. - Our liability begins when You place Property in the Unit and ends immediately on removal. - Liability is assessed as the lower of repair or cleaning cost and Replacement Value, at Our option. We accept no liability for depreciation after repair. - If You opt for StoreProtect, You are no longer required to arrange insurance under Condition 7.2.2. - If You submit a claim, additional claims processing administration charges apply. We will deduct €50 from any settlement awarded to You to cover Our administration costs (the "Claims Admin Fee").
Our Duty of Care under StoreProtect	Our duty is that of a reasonably careful person in like circumstances. We are not liable for Loss or Damage while Goods remain in the Unit or Our care, custody or control unless it results from failure to exercise that care. We are not liable for damage that reasonable care could not have avoided.
Your Responsibility	- Provide a Maximum Replacement Value during booking. - Confirm during booking that You wish to opt for StoreProtect. - Pay the StoreProtect Charges. - Keep the Maximum Replacement Value accurate throughout this Agreement.
Our Maximum Liability	We have no liability above the Maximum Replacement Value or, if lower, the actual value of the Property lost or damaged.
Proportional Reduction	If Your Maximum Replacement Value is below the actual total Replacement Value of all Property in the Unit at the time of Loss or Damage, Our liability is reduced in the same proportion (the "Proportional Reduction"). For example, if Property worth €10,000 is declared at €5,000, liability is reduced by 50%. If €3,000 of Property is lost or damaged, Our liability would be €1,500.
General Exclusions and Limitations	- Condition 7 excludes and limits certain Loss or Damage. Those restrictions apply whether or not You opt for StoreProtect. - If Excluded Items are stored without Our knowledge, You bear the risk of Loss or Damage to them (Conditions 6.3 and 7.9). - We are not liable unless You notify Us under Condition 10.
Exclusions - what StoreProtect does not provide for	StoreProtect cannot be accepted for: - any motorcar, motorbike, boat, caravan, motorhome or other motorised vehicle or trailer stored outside a Unit; - any food or perishable Goods; or - delivery and collection Goods. - For those items, Condition 7.2.1 applies and You must insure under Condition 7.2.2. - Goods over the limits below must not be stored without Our express written permission: jewellery, watches, precious stones, precious metals and stamps over €1,000 combined; furs, fine art, perfumery, tobacco, cigars, cigarettes, beers, wines and spirits over €15,000 combined; and Electronic Items over €25,000 combined. "Electronic Items" includes consumer and commercial electrical appliances and instruments such as televisions, computers, laptops, tablets, mobile phones, cameras, hi-fi equipment and stereos, but excludes heavy electrical items such as switchgear, turbines and generators.

StoreProtect Addendum (continued)

Detailed terms	StoreProtect terms
Why We restrict Our liability	It is not always clear how Loss or Damage occurred, so liability must be limited or excluded in some circumstances. We cannot accept liability for Loss or Damage that could not reasonably have been avoided. StoreProtect is not insurance, and You may arrange Your own insurance instead.
Our Agreement	The Conditions of Agreement apply in full, except that if You opt for StoreProtect: (a) the limit in Condition 7.2.1 is replaced by the Maximum Replacement Value, subject to Proportional Reduction, and Our Duty of Care is as stated above; and (b) the insurance requirement in Condition 7.2.2 becomes optional.
Failure to pay StoreProtect Charges	If You do not pay StoreProtect Charges in full when due under Condition 3.2, You do not benefit from enhanced liability. Liability is then limited to Loss or Damage caused by negligence, up to €100 under Condition 7.2.1, and You must insure under Condition 7.2.2. At Our sole discretion, We may reinstate StoreProtect after overdue StoreProtect Charges are paid, unless Loss or Damage occurred before payment.
Termination / Cancellation	Your right to cancel StoreProtect You may cancel StoreProtect at any time by written notice before removing Your Property. Email hello@bubbleselfstorage.ie or use Your online account at https://bubbleselfstorage.ie/. • If You cancel before storage services begin, We refund all StoreProtect Charges paid. • If You cancel after storage begins, We refund StoreProtect Charges paid in advance for the period after cancellation. • Your right to StoreProtect ends automatically if payments due under Condition 3 are not made. • We may cancel StoreProtect at any time on 30 days' written notice. • If We cancel, We refund StoreProtect Charges paid in advance for the period after cancellation. • After cancellation, liability returns to Condition 7.2.1 and You must insure under Condition 7.2.2. • If You terminate the storage agreement after StoreProtect cancellation, give the full notice required by Condition 11.2.
Notification Condition	If You discover Loss or Damage, comply fully with Condition 10.
Additional Claim Requirements	To assess a claim, We may require: • estimates for cleaning, repair or replacement; • details of affected Goods and photographs showing damage and the entire affected Goods; • photographs of all Property in the Unit, including undamaged Property, before removal; • manufacturer labels showing make and model for damaged electrical items; • for suspected theft, photographs of the door, walls and padlock evidencing forced access, immediate notification to An Garda Síochána, and an incident or reference number; • for water ingress, photographs of the alleged source; • repair estimates before professional repairs are carried out; • proof of ownership where possible, make and model details, and Replacement Value evidence for Goods lost, stolen or beyond repair; and • cleaning of damaged Goods where possible before settlement is considered. Reasonable cleaning costs may form part of a settlement.