

Tynedale Storage — Motorhome Storage Terms & Conditions

Last updated: May 2026

These Terms and Conditions ("Terms") set out the agreement between **Tynedale Storage** ("we", "us", "our" or the Site Owner) and the customer named in the Storage Agreement ("you", "your" or the Vehicle Owner) for the storage of your motorhome, caravan, campervan or other agreed vehicle (the "Vehicle") at our site (the "Site").

1. Definitions

1.1 Access Hours: The hours during which we permit access to the Site, as notified on our website, signage or your Storage Agreement.

1.2 Annual Rental: The total fee payable for a 12-month storage period (or other agreed period).

1.3 Storage Period: The period during which the Vehicle is stored at the Site.

1.4 Payment Terms: The timing and method of payments, including deposits and charges.

1.5 Data Protection Legislation: UK GDPR and the Data Protection Act 2018.

2. Basis of the Agreement

2.1 Subject to payment, we agree to store your Vehicle during the Storage Period.

2.2 You confirm you are the legal owner of the Vehicle or have authority to store it.

2.3 This agreement does not create a tenancy or grant exclusive possession of land.

3. Booking & Duration

3.1 Storage begins on the agreed start date or when the Vehicle is delivered (whichever is earlier).

3.2 The agreement runs for 12 months unless otherwise agreed.

The Customer shall remain liable for all storage fees for the full fixed term, whether or not the Customer removes the Vehicle before the end of that term.

At the end of the fixed term, the Agreement shall either expire or continue on a rolling monthly basis, unless either party gives not less than one month's written notice to terminate.

3.3 We may refuse Vehicles that are unsafe, leaking, unroadworthy or unsuitable.

4. Fees, Deposits & Payments

4.1 Fees are payable in advance unless otherwise agreed.

4.2 We may increase fees with at least one month's written notice.

4.3 **Late payment:** If payment is not received by the due date, we may:

- Apply a £25 late payment fee
- Charge statutory interest
- Suspend access without notice
- Exercise our lien rights

4.4 Deposits may be used to cover unpaid fees, damage or disposal costs.

4.5 Fees are non-refundable except where required by law.

4.6 Payment Default & Enforcement Process

If payment is not made, the following process applies:

Day 1:

A £25 late payment fee is applied.

Day 7:

We may:

- Suspend access to the Vehicle
- Continue interest charges

Day 14:

We will issue a **Formal Notice of Default**, giving 14 days to pay.

A £50 admin fee may be added.

Day 28:

We may:

- Exercise a lien over the Vehicle
- Issue a **Notice of Intention to Sell** under the Torts (Interference with Goods) Act 1977

Day 42:

If unpaid, we may:

- Sell or dispose of the Vehicle
- Recover all fees, costs, and charges

Surplus:

Any remaining funds will be held for collection.

5. Your Responsibilities

5.1 Insurance: You must keep the Vehicle insured on a comprehensive policy throughout the Storage Period, including third-party/public liability cover. You must provide evidence of insurance at inception and on each renewal, and at any time on request.

5.2 Security & valuables: Remove all valuables and perishable items. Ensure all doors, windows and lockers are locked when the Vehicle is left on Site. You acknowledge that many insurance policies do not cover possessions stored in the Vehicle.

5.3 Condition: Keep the Vehicle clean, mechanically sound and in good condition. Fix any fluid leaks promptly. We may refuse admission or require removal of Vehicles that do not meet these standards.

5.4 Gas and hazardous substances: When on Site, all gas cylinders must be turned **off** (and removed if stored indoors or when we reasonably require this). No dangerous, noxious, flammable or explosive materials are permitted on Site. You must comply with all fire-safety instructions and signage.

5.5 Plot discipline: Park the Vehicle centrally within your allocated plot or as directed by staff, and keep your plot tidy and free of litter.

5.6 No habitation or trading: You must not live in the Vehicle on Site or conduct any trading activity from the Site. Vehicles must not be advertised for sale on Site.

5.7 Repairs: No major repairs or servicing on Site. Minor works may be carried out only with our prior written permission in the designated area and during Access Hours.

5.8 Keys and devices: If we are to move or reposition your Vehicle (e.g., for safe site operation), you must provide any necessary keys, locks, alarm/immobiliser codes or wheel-lock keys upon request. We will take reasonable care when moving the Vehicle.

5.9 Third-party access: You must not transfer your storage space to anyone else. You may authorise a named person to access the Vehicle; we will require photo ID and may contact you for verification.

6. Access, Security & Site Rules

6.1 Access Hours

6.1.1 Access to the Site is permitted only during Access Hours (07:00 – 20:00). Access outside these hours must be arranged with us in advance and is at our discretion.

6.1.2 We reserve the right to restrict or suspend access for security, safety, operational reasons, non-payment, or breach of these Terms.

6.2 Access Control & Security

6.2.1 Access to the Site is controlled via a Paxton fob system.

6.2.2 You will be issued with an access fob at the start of the agreement.

6.2.3 All access devices remain the property of Tynedale Storage.

6.2.4 You must not:

- share
- copy
- transfer access devices

6.2.5 Access rights:

- apply only during an active, paid-up agreement
- may be revoked upon non-payment, breach, or termination

6.2.6 Lost, damaged or unreturned access devices may result in:

- forfeiture of deposit
- replacement charges

6.2.7 We may request identification at any time. Photo ID will be requested at registration.

6.2.8 We may log all entry and exit movements. The Site may be monitored by CCTV for security, safety and crime prevention purposes.

6.2.9 We may periodically check vehicle identities (including VIN/chassis numbers and registration details where applicable) against our records.

6.3 Customer Responsibility & Site Safety

6.3.1 You enter and use the Site at your own risk and are responsible for taking reasonable care of your own health, safety, property and belongings whilst on Site.

6.3.2 You acknowledge that the Site is a working environment where vehicles, machinery, equipment, other customers and operational activities may be present.

6.3.3 You must remain aware of your surroundings and act safely and responsibly at all times.

6.3.4 You are responsible for ensuring that any visitors, family members, contractors or other persons attending the Site with your permission comply with these Terms and any Site safety instructions.

6.4 Children, Visitors & Pets

6.4.1 Children under 16 must be accompanied and supervised by a responsible adult at all times.

6.4.2 Children must not be allowed to wander around the Site unattended, enter restricted areas, climb on containers, gates, barriers, vehicles, equipment or any other structures.

6.4.3 Pets must be kept under control at all times.

6.4.4 We reserve the right to restrict access where we believe unsafe behaviour is taking place.

6.5 Safe Use of the Site

6.5.1 You must drive carefully and responsibly whilst on Site and comply with all speed limits, signs, one-way systems, parking arrangements and instructions provided by Tynedale Storage.

6.5.2 You must take care when accessing:

- storage containers
- vehicles
- gates and barriers
- doors and access points
- parking areas
- shared access routes

6.5.3 You must not interfere with:

- security equipment
 - CCTV systems
 - gates or access controls
 - farm machinery or equipment
 - another customer's property
 - any area not designated for customer access
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6.6 Restricted Areas

6.6.1 You must remain within authorised storage and access areas only.

6.6.2 Access to farm buildings, machinery areas, private areas or any other restricted areas of the Site is strictly prohibited unless permission has been provided by Tynedale Storage.

6.7 Accidents, Damage & Reporting

6.7.1 You must immediately report any accident, hazard, damage or incident on Site involving:

- your vehicle or stored goods
- other vehicles or property
- another person
- Tynedale Storage property, equipment or facilities

6.7.2 Tynedale Storage will take reasonable steps to provide a safe and secure storage environment; however, you remain responsible for your own actions and conduct whilst using the Site.

6.7.3 Tynedale Storage accepts no responsibility for accidents, injury, loss or damage caused by:

- failure to follow these Terms
- failure to follow Site rules or instructions
- misuse of the facilities
- unsafe behaviour
- your own negligence
- the actions of other customers or third parties

6.7.4 Nothing in these Terms limits or excludes any liability which cannot legally be limited or excluded.

7. Movement of Vehicles

7.1 We may move your Vehicle where necessary.

7.2 We are not liable for movement damage unless negligent.

8. Liability and Risk Allocation

8.1 You remain responsible for the Vehicle and its security while on Site, except where loss or damage is caused by our negligence. We do not insure your Vehicle.

8.2 We are not liable for loss or damage caused by: (a) other customers or third parties; (b) vermin or infestation; (c) weather, storm, flood or other events beyond our reasonable control; or (d) your failure to comply with these Terms.

8.3 Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or other liability that cannot lawfully be limited or excluded.

8.4 You are responsible for damage you or your Vehicle cause to the Site, our property or third-party property. You must report any such damage to us immediately and pay for reasonable repair or replacement costs.

9. Prohibited and Restricted Vehicles & Items

9.1 No storage of:

- Vehicles carrying dangerous goods or leaking hazardous substances;
- Unregistered/unidentifiable Vehicles;
- Vehicles over size/weight limits we notify from time to time; or
- Vehicles that, in our reasonable opinion, pose a safety or environmental risk.

9.2 No fuel draining or refuelling on Site. Disconnect leisure batteries where reasonably required. Drain water systems before winter storage if advised.

9.3 Gas bottles must be secured and valves turned **off** when the Vehicle is on Site. We may require cylinders to be **removed** in certain areas or conditions.

9.4 We may refuse entry or require removal of any Vehicle that does not comply with this clause 9.

10. Conduct & Access

10.1 Only you or an authorised person may access the Vehicle on Site. We may require photo identification and proof of authority.

10.2 You are responsible for the conduct of your guests and contractors. We may refuse or remove any person who, in our reasonable opinion, is acting unsafely or in breach of these Terms.

10.3 You must not obstruct access roads, fire lanes or other plots.

11. CCTV, Privacy & Data Protection

11.1 We operate CCTV and access-control systems on the Site for security and safety. Signage explaining its use is displayed. Recordings may be retained for a limited period and disclosed to law enforcement where lawful.

11.2 We process personal data in accordance with Data Protection Legislation. Our Privacy Notice (available on request or on our website) explains the purposes, lawful bases, retention periods and your rights, including how to contact us and the ICO.

11.3 You must not install your own CCTV or tracking equipment on the Site without our written consent.

12. Complaints

We operate an internal complaints process and will respond promptly.

13. Cooling-Off Rights

Consumers may have a 14-day cancellation right where applicable.

14. Suspension & Termination

14.1 You may terminate with 1 months' notice after 12 months.

The Customer shall remain liable for all storage fees for the full fixed term, whether or not the Customer removes the Vehicle before the end of that term.

At the end of the fixed term, the Agreement shall either expire or continue on a rolling monthly basis, unless either party gives not less than one month's written notice to terminate.

14.2 We may **immediately suspend access without notice** if:

- Fees are overdue
- Terms are breached
- Safety risks arise

14.3 Fees continue during suspension.

14.4 Vehicles must be removed within 7 days of termination.

15. Lien & Sale of Vehicles

- 15.1 We may retain your Vehicle until all sums are paid.
- 15.2 We will follow clause 4.6 for enforcement.
- 15.3 If unpaid, we may sell the Vehicle under the Torts (Interference with Goods) Act 1977
- 15.4 We will seek fair market value.
- 15.5 We may deduct all costs and fees.
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16. Abandonment

Vehicles unpaid/uncollected after 60 days may be disposed of or sold. A £500 disposal fee (or actual costs) may apply.

17. Health, Safety and Fire

17.1 You must comply with all reasonable health and safety instructions, fire-safety signage, and emergency procedures.

17.2 Do not block fire lanes or hydrants. Do not smoke or use open flames near stored Vehicles or fuel sources.

18. Force Majeure

We are not liable for any delay or failure to perform our obligations due to events beyond our reasonable control, including extreme weather, flood, fire, epidemic, industrial action, breakdown of utilities, or acts of government. Fees remain payable during such events where the Site remains available for storage.

19. Assignment and Third-Party Rights

19.1 You may not assign or transfer your rights or obligations under this agreement without our written consent. We may assign or subcontract our rights and obligations provided this does not materially reduce the service.

19.2 A person who is not a party to this agreement has no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

20. Variations

Changes must be agreed in writing.

21. Notices

Notices may be sent by email or post.

22. Governing Law

These Terms and any dispute or claim (including non-contractual disputes or claims) are governed by the laws of **England and Wales** and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

23. Site-Specific Rules

The following rules apply in addition to the Terms above and may be updated from time to time:

- **Access:** Access only during posted Access Hours; advance notice may be required to retrieve or drop off Vehicles during busy periods.
 - **Tow/Move fees:** Reasonable fees may apply where we are requested to tow or position Vehicles within the Site.
 - **Wheel and hitch locks:** You are responsible for fitting insurer-required security devices; we may assist on request and may charge a reasonable fee.
 - **Winterisation:** For winter storage, we recommend draining water systems, removing leisure batteries for off-site charging and isolating gas supplies.
 - **Minimum standards:** We may specify minimum condition standards (e.g., tyres inflated, brakes free, no significant body damage). Failure to meet standards may result in refusal of entry or removal.
 - **Photography/CCTV:** We may use still images for operational and security purposes. See our Privacy Notice for details.
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24. Your Key Acknowledgements

By entering this agreement you acknowledge that:

- You must maintain appropriate insurance and provide evidence on request;
- We are not responsible for insuring your Vehicle or its contents;

- Gas must be switched off (and removed where reasonably required) and hazardous materials are not permitted;
 - We may move your Vehicle within the Site when reasonably necessary;
 - We may exercise a lien and, after notice, sell an uncollected Vehicle and deduct sums owed;
 - CCTV operates on Site and we process personal data in accordance with our Privacy Notice.
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Schedule — Payment Terms

- **Annual Rental (based on vehicle length):**
 - Vehicles up to 6m: £1,560 per 12-month Storage Period
 - Vehicles 6m – 6.99m: £1,768 per 12-month Storage Period
 - Vehicles 7m: £1,924 per 12-month Storage Period
- **Due Date:**

Rental is payable in advance, either:

 - In full at the start of the Storage Period (10% discount will applied), or
 - By two equal instalments at six-monthly intervals.
- **Payment Methods:**

By bank transfer or standing order.
- **Price Changes:**

Tynedale Storage may review and vary fees annually by giving at least one month's written notice.
- **Late Payment:**

Failure to pay on time may result in A £25 fee, suspension of access to the Site and/or application of a lien over the Vehicle. Interest may also be charged at the statutory rate (currently 8% per annum above the Bank of England base rate).
- **Deposit:**

A refundable deposit of £150 is payable at the commencement of storage. The deposit will be returned at the end of the Storage Period, provided all fees are up to date, access devices (where issued) are returned in good condition, and no damage has been caused to the Site.
- Access Fob Deposit: **£25**

Acceptance

By signing the Storage Agreement (or otherwise accepting these Terms), you confirm that you have read, understood and agree to be bound by them.