

TYNEDALE STORAGE

VEHICLE STORAGE TERMS & CONDITIONS

Last updated: August 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 "Customer") for the storage of your motorhome, campervan, car or other vehicle accepted by us (the "Vehicle") at the Tynedale Storage site (the "Site").

These Terms should be read together with your Storage Agreement or Order Form, which sets out the Vehicle, type of storage, Storage Period, fees and any additional services or arrangements agreed between us.

1. Definitions

In these Terms:

1.1 Access Hours means the hours during which we permit customer access to the Site, as notified on our website, signage, Storage Agreement or otherwise by us.

1.2 Customer means the person or business named in the Storage Agreement.

1.3 Data Protection Legislation means the UK GDPR, Data Protection Act 2018 and other applicable UK data protection legislation.

1.4 Fees means the storage fees and any other charges set out in the Storage Agreement or otherwise agreed with you.

1.5 Storage Agreement means the Order Form, Storage Agreement or other written confirmation setting out the particular storage arrangements agreed with you.

1.6 Storage Period means the period during which the Vehicle is stored at the Site.

1.7 Vehicle means the motorhome, campervan, car or other vehicle identified in the Storage Agreement and accepted by us for storage.

1.8 Winter Vehicle Storage means our indoor storage service for cars and other Vehicles accepted by us for seasonal or winter storage, where access to and movement of Vehicles may be managed by Tynedale Storage.

2. Basis of the Agreement

2.1 Subject to payment of the Fees and compliance with these Terms, we agree to provide storage for the Vehicle during the Storage Period.

2.2 You confirm that you are the legal owner of the Vehicle or have the full authority of the legal owner to enter into this agreement and store the Vehicle with us.

2.3 You must provide accurate Vehicle and contact information and tell us promptly if any information changes.

2.4 This agreement provides a storage service only. It does not create a tenancy, lease or other interest in land and does not grant you exclusive possession of any particular area of the Site.

2.5 We may allocate or change the position in which a Vehicle is stored where reasonably necessary for the operation, safety or security of the Site.

3. Booking, Storage Period and Duration

3.1 Storage begins on the start date stated in your Storage Agreement or when the Vehicle is delivered to and accepted at the Site, whichever is earlier, unless otherwise agreed in writing.

3.2 The length of the initial Storage Period and any minimum or fixed term will be stated in your Storage Agreement.

3.3 Where a fixed Storage Period applies, you remain liable for the Fees for the full fixed term even if you remove the Vehicle before the end of that term, except where otherwise required by law or agreed by us in writing.

3.4 At the end of a fixed term, the agreement will either:

- end on the agreed date; or
- continue on a rolling monthly basis,

as stated in the Storage Agreement or otherwise agreed between us.

3.5 Where the agreement continues on a rolling monthly basis, either party may terminate it by giving not less than one month's written notice.

3.6 We reserve the right to refuse to accept any Vehicle which we reasonably consider unsafe, unsuitable, excessively damaged, leaking, unidentifiable or likely to create a safety, environmental, security or operational risk.

4. Fees, Deposits and Payment

4.1 The Fees, deposit, payment frequency and payment method applicable to your storage will be set out in your Storage Agreement.

4.2 Unless otherwise agreed, Fees are payable in advance.

4.3 We may review and vary our Fees. Where a price increase affects an existing rolling agreement, we will give at least one month's written notice.

A price increase will not normally alter the agreed Fees during a fixed term unless the Storage Agreement expressly provides otherwise.

4.4 Late Payment

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

- apply a reasonable late-payment or administration charge notified in the Storage Agreement;
- charge interest where legally permitted;
- suspend access to the Site or Vehicle;
- terminate the agreement where appropriate; and
- exercise any legal rights available to us in respect of unpaid Fees and the Vehicle.

4.5 Fees continue to accrue while access is suspended where the Vehicle remains in storage.

4.6 Any deposit held by us may, subject to applicable law, be applied towards unpaid Fees, damage caused by you or your Vehicle, unreturned access devices, reasonable recovery costs or other sums properly due under this agreement.

4.7 Any balance of the deposit due to you will be returned after the Vehicle has been removed, all amounts due have been paid and any Tynedale Storage property issued to you has been returned.

5. Payment Default

5.1 If Fees remain unpaid, we will normally contact you using the details you have provided and request payment.

5.2 We may suspend your access to the Site and/or Vehicle while Fees remain overdue.

5.3 Where payment remains outstanding, we may issue a formal notice requiring payment within the period specified in that notice.

5.4 If amounts remain unpaid following notice, we may exercise any lien or other legal right available to us and, where legally permitted, take steps under the **Torts (Interference with Goods) Act 1977** or other applicable legislation.

5.5 Any sale, removal or disposal of a Vehicle will only be undertaken following the notices and procedures required by applicable law.

5.6 Where a Vehicle is lawfully sold, reasonable costs associated with recovery, notices, valuation, removal, storage and sale may be deducted from the proceeds together with sums properly owed to us.

5.7 Any remaining proceeds will be dealt with in accordance with applicable law.

6. Customer Responsibilities

6.1 Insurance

You must maintain appropriate comprehensive insurance for the Vehicle throughout the Storage Period.

You must provide evidence of insurance:

- when storage begins;
- following renewal where requested; and
- at any other reasonable time when requested by us.

You are responsible for ensuring that your insurer is aware of the storage arrangements where required and that your policy remains valid while the Vehicle is stored at the Site. You are also responsible for ensuring that your insurance permits the Vehicle to be moved by Tynedale Storage or its authorised personnel in accordance with these Terms.

Tynedale Storage does not provide insurance for your Vehicle or its contents on your behalf.

6.2 Vehicle Condition

You must ensure that the Vehicle is in a reasonably safe, sound and operable condition when delivered to us.

You must tell us about any known defect or condition which may make the Vehicle unsafe or difficult to move.

You must promptly notify us of any known:

- fuel, oil, coolant or other fluid leak;
- mechanical problem;

- electrical problem;
- braking or steering defect; or
- other matter which could create a safety, environmental or operational risk.

We may refuse entry or require a Vehicle to be removed if it does not meet reasonable safety or condition standards.

6.3 Valuables and Personal Property

You should remove valuables, perishable items and unnecessary personal possessions before leaving the Vehicle in storage.

Any property left inside the Vehicle remains your responsibility and you should ensure that it is appropriately insured.

6.4 Gas and Hazardous Materials

Gas supplies must be isolated while the Vehicle is stored.

Gas cylinders must be turned off and, where the Vehicle is stored indoors or we otherwise reasonably require it for fire-safety or insurance purposes, cylinders must be removed from the Vehicle.

No dangerous, noxious, flammable, explosive or otherwise hazardous materials may be stored in or around a Vehicle except ordinary fuel contained within the Vehicle's normal fuel system.

You must comply with all fire-safety instructions and signage.

6.5 Cleanliness

Vehicles must be reasonably clean and free from waste, food or other materials likely to attract vermin or cause nuisance.

6.6 No Habitation or Trading

You must not:

- live or sleep in a Vehicle while it is on the Site;
- use the Site as business premises;
- conduct trading activities from the Site; or
- advertise Vehicles for sale at the Site without our prior permission.

6.7 Repairs and Servicing

Major repairs, servicing, fuel draining or refuelling are not permitted on the Site.

Minor works may only be undertaken with our prior permission and in accordance with any instructions we give.

7. Vehicle Keys, Security Devices and Movement

7.1 Authority to Move Vehicles

You authorise Tynedale Storage and its authorised personnel to move or reposition your Vehicle where reasonably necessary for:

- safe and efficient operation of the Site;
- access to other stored Vehicles;
- reorganising storage areas;
- maintenance or repair of the premises;
- fire safety;
- emergencies;
- security; or
- another reasonable operational requirement.

7.2

Where necessary, this authority includes starting, driving, manoeuvring and repositioning the Vehicle within the storage facility and elsewhere on the Tynedale Storage Site.

We will take reasonable care when moving the Vehicle.

7.3 Keys

Where we require the ability to move your Vehicle, you must provide a working set of keys and any alarm, immobiliser or security information reasonably necessary to operate it.

For Winter Vehicle Storage, a working set of keys must remain with Tynedale Storage throughout the Storage Period unless we agree otherwise in writing.

Keys held by us will be stored securely and separately from the Vehicle.

7.4 Special Instructions

Before storage begins, you must tell us about anything relevant to safely starting or moving the Vehicle, including:

- immobilisers;
- alarms;
- battery isolators;
- steering or transmission locks;
- unusual starting procedures;
- modifications;
- known faults; and
- any other special handling requirements.

7.5

Where applicable, the Vehicle must have sufficient fuel or battery charge to allow reasonable movement around the Site.

7.6

Permission for us to move the Vehicle does **not** mean that we undertake to regularly start, exercise, inspect, charge, maintain or otherwise operate it.

Any such service must be specifically agreed with us in writing.

8. Winter Vehicle Storage

This section applies in addition to the other Terms where the Vehicle is accepted for Winter Vehicle Storage.

8.1 Vehicle Preparation

You are responsible for preparing the Vehicle appropriately for the Storage Period and following the Vehicle manufacturer's recommendations for long-term or seasonal storage.

Storage with us does not constitute mechanical maintenance, servicing or preservation of the Vehicle.

8.2 Condition Record

When a Vehicle enters Winter Vehicle Storage, we will photograph or otherwise record its condition as part of our standard check-in process.

The record will include, where applicable:

- registration number;

- mileage;
- photographs of the exterior;
- visible existing marks or damage;
- keys received; and
- other relevant condition information.

We will also make a similar condition record when the Vehicle leaves storage.

8.3 Movement During Storage

You expressly authorise us to start and move the Vehicle where reasonably required under clause 7.

Unless specifically agreed as an additional service, we are not required to periodically start, run or exercise the Vehicle.

8.4 Mechanical Deterioration

Vehicles may naturally deteriorate while stationary for an extended period.

Except where loss or damage results from our failure to exercise reasonable care or another liability which cannot lawfully be excluded, we are not responsible for deterioration arising naturally during storage, including:

- battery discharge;
- loss of tyre pressure;
- tyre flat-spotting;
- brake binding;
- corrosion;
- deterioration of seals, rubber or other components; or
- mechanical or electrical failure arising through the passage of time.

You remain responsible for the mechanical condition and appropriate preparation of your Vehicle.

8.5 Vehicle Unable to Move

If the Vehicle cannot be started or safely moved when reasonably required, we may ask you to arrange appropriate assistance.

Where immediate movement is reasonably necessary for safety, emergency or operational reasons, we may arrange suitable professional assistance or recovery.

You will be responsible for reasonable third-party costs where the requirement arises from the condition, defect or failure of your Vehicle rather than our negligence.

8.6 Access to Indoor Storage

Access to indoor Winter Vehicle Storage areas is controlled by Tynedale Storage for the security and safety of customers, Vehicles and staff.

You must not move, handle or interfere with another customer's Vehicle.

8.7 Vehicle Collection and Temporary Removal

If you wish to access, temporarily remove or permanently collect a Vehicle from Winter Vehicle Storage, you must contact us in advance.

Where reasonably practicable, we ask for **1 weeks' notice** so that we can make the Vehicle safely accessible.

Collection and return arrangements must be agreed with us in advance.

8.8 Authorised Collection

Only you or a person authorised by you may collect the Vehicle.

We may require identification and confirmation of authority before releasing a Vehicle.

8.9 Electric and Hybrid Vehicles

Electric, plug-in hybrid and other alternatively powered Vehicles may only be accepted where agreed by us and subject to any additional fire-safety, insurance, charging or storage requirements that we notify to you.

You must accurately disclose the Vehicle's propulsion type before storage begins.

9. Access and Site Security

9.1 Access

General customer access is permitted during the Access Hours notified by Tynedale Storage.

Access arrangements may vary according to the type and location of storage.

In particular, general Site access does not provide an automatic right to enter controlled indoor Winter Vehicle Storage areas or remove a Vehicle without making the arrangements required under clause 8.

9.2

We may temporarily restrict or suspend access where reasonably necessary for:

- security;
- health and safety;
- emergencies;
- maintenance;
- operational requirements;
- non-payment; or
- breach of these Terms.

9.3 Access Control

The Site operates controlled access, including a Paxton access system.

Where you are issued an access device:

- it remains the property of Tynedale Storage;
- it must not be copied, transferred or shared without permission;
- it may only be used while your agreement is active and paid up; and
- it must be returned when requested or when your storage ends.

Lost, damaged or unreturned devices may incur a reasonable replacement charge.

9.4

We may request identification at any time and require photo identification when registering a Customer or authorised person.

9.5

Entry and exit activity may be electronically logged.

The Site is monitored by CCTV for security, safety and crime-prevention purposes.

9.6

We may periodically verify Vehicle identities, including registration or VIN/chassis information, against our records.

10. Safe Use of the Site

10.1

The Site is a working environment in which Vehicles, farm machinery, equipment, staff, contractors and other customers may be moving or operating.

You must take reasonable care for your own health and safety and that of other people while on the Site.

10.2

You must:

- drive carefully and responsibly;
- comply with Site speed limits;
- obey signs, barriers and traffic arrangements;
- follow reasonable instructions from Tynedale Storage; and
- remain within authorised customer areas.

10.3

You must not interfere with:

- another customer's Vehicle or property;
- CCTV or security equipment;
- gates or access controls;
- farm machinery or equipment; or
- areas not designated for customer access.

10.4 Children, Visitors and Pets

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

Children must not be allowed to wander around the Site unattended or climb on Vehicles, containers, gates, barriers, machinery, equipment or other structures.

Pets must remain under appropriate control.

10.5 Visitors

You are responsible for ensuring that anyone attending the Site with your permission complies with these Terms and all Site instructions.

We may refuse access to or require the departure of anyone behaving unsafely or in breach of these Terms.

11. Accidents, Damage and Reporting

11.1 You must promptly report any accident, hazard, damage or other significant incident occurring on the Site involving:

- your Vehicle or property;
- another Vehicle or person's property;
- another person; or
- Tynedale Storage property, equipment or facilities.

11.2 You are responsible for damage caused by you, your Vehicle or persons attending the Site with your permission, except to the extent that the damage was caused by our negligence or breach of duty.

11.3 You may be required to pay the reasonable cost of repairing damage for which you are responsible.

12. Liability and Risk

12.1 You remain responsible for maintaining appropriate insurance for your Vehicle and its contents throughout the Storage Period.

12.2 We will take reasonable care in providing the storage service and when handling or moving Vehicles.

12.3 Subject to applicable law, we are not responsible for loss or damage caused by circumstances outside our reasonable control or by:

- the acts of other customers or third parties for whom we are not responsible;
- vermin or infestation not resulting from our failure to take reasonable care;
- extreme weather, flood or similar events outside our reasonable control;
- inherent defects or deterioration of the Vehicle; or
- your failure to comply with these Terms or provide accurate information.

12.4 Nothing in these Terms excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any other liability which cannot legally be excluded or limited.

12.5 Nothing in these Terms affects your statutory rights as a consumer.

13. Prohibited and Restricted Vehicles and Items

We will not knowingly accept:

- Vehicles carrying dangerous goods or hazardous substances;
- Vehicles leaking fuel or other hazardous fluids;
- stolen Vehicles or Vehicles which the Customer has no authority to store;
- Vehicles which cannot reasonably be identified;
- Vehicles exceeding size or weight limits notified by us; or
- Vehicles which we reasonably consider to present an unacceptable fire, environmental, security or safety risk.

We may refuse entry or require the removal of a Vehicle which does not comply with this section.

14. CCTV, Privacy and Data Protection

14.1 CCTV and access-control systems operate at the Site for security, safety and crime-prevention purposes.

14.2 Images and access records may be retained for an appropriate period and disclosed where reasonably necessary or legally required, including to law-enforcement authorities.

14.3 We process personal data in accordance with applicable Data Protection Legislation and our Privacy Notice.

14.4 Our Privacy Notice explains how and why information is processed, how long it may be retained and your applicable data protection rights.

14.5 Photographs and condition records relating to stored Vehicles may be retained for administration, security, insurance and dispute-resolution purposes.

14.6 You must not install CCTV or other recording equipment directed at the Site or other customers' property without our written permission. Personal vehicle security or tracking systems are not prohibited by this clause provided they do not unlawfully record other customers or restricted areas of the Site.

15. Suspension and Termination

15.1 You may terminate your agreement in accordance with the term and notice provisions stated in your Storage Agreement and clause 3.

15.2 We may suspend access where:

- Fees are overdue;
- these Terms have been materially breached;
- the Vehicle presents a safety or environmental risk; or
- suspension is reasonably necessary for security or safety.

15.3 Where a breach is capable of being remedied, we will normally give you a reasonable opportunity to remedy it before terminating the agreement, unless immediate action is reasonably necessary for safety, security or legal reasons.

15.4 Following termination, you must arrange removal of the Vehicle by the date we reasonably specify.

15.5 Fees and other sums due continue to accrue while the Vehicle remains at the Site following the end of the agreed Storage Period.

16. Uncollected Vehicles, Lien and Sale

16.1 If a Vehicle remains at the Site after the agreement has ended or sums remain unpaid, we may restrict its removal to the extent permitted by law and exercise any lien or other rights legally available to us.

16.2 We may give notice requiring you to collect the Vehicle and/or pay sums due.

16.3 Where a Vehicle remains uncollected or unpaid for, we may exercise rights available under the Torts (Interference with Goods) Act 1977 or other applicable legislation, including where legally permitted the sale or disposal of the Vehicle after appropriate notice.

16.4 We may recover reasonable costs properly incurred in connection with an uncollected Vehicle, including costs of notices, valuation, removal, recovery, continued storage and sale where legally recoverable.

16.5 Any balance remaining after lawful deductions will be dealt with in accordance with applicable law.

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 Smoking and open flames are prohibited in storage areas and near stored Vehicles or fuel sources.

17.3 Fire lanes, access routes, gates, doors, hydrants and emergency exits must not be obstructed.

17.4 You must immediately tell us about any condition affecting your Vehicle which could create a fire or safety risk.

18. Force Majeure

We will not be liable for delay or failure to perform an obligation where caused by circumstances outside our reasonable control, including severe weather, flood, fire, epidemic, failure of utilities, industrial action, acts of government or similar events.

Where the Site remains available and your Vehicle continues to be stored, Fees will normally remain payable.

Nothing in this clause excludes liability which cannot legally be excluded.

19. Complaints

If you have a concern or complaint, please contact Tynedale Storage as soon as possible.

We will investigate complaints fairly and aim to respond promptly.

20. Consumer Cancellation Rights

If you are entering this agreement as a consumer at a distance or away from our business premises, you may have a statutory right to cancel the agreement within 14 days.

Where you ask us to begin providing storage during the cancellation period, you may be required to pay a reasonable amount for services supplied before cancellation, to the extent permitted by law.

Nothing in these Terms affects statutory consumer cancellation rights.

21. Assignment and Third-Party Rights

21.1 You may not assign or transfer your rights or obligations under this agreement without our written consent.

21.2 We may subcontract or transfer our rights or obligations where this does not materially reduce the service provided to you or your statutory rights.

21.3 Unless expressly stated otherwise, a person who is not a party to this agreement has no right to enforce these Terms under the Contracts (Rights of Third Parties) Act 1999.

22. Changes to These Terms

We may make reasonable changes to these Terms from time to time, including where required because of changes in law, insurance, safety requirements or operation of the Site.

Where a change materially affects an existing Customer's rights or obligations, we will provide reasonable notice.

Any individually agreed variation to your Storage Agreement must be confirmed in writing.

23. Notices and Contact Details

Notices under this agreement may be sent by email or post using the contact details provided by each party.

You are responsible for keeping your postal address, email address and telephone number up to date.

Where these Terms require you to contact us or give notice, email or another written method accepted by Tynedale Storage may be used unless otherwise stated.

24. Governing Law

These Terms and any dispute or claim arising from them, including non-contractual disputes or claims, are governed by the laws of England and Wales.

The courts of England and Wales will have jurisdiction, subject to any mandatory consumer rights concerning jurisdiction.

25. Key Customer Acknowledgements

By entering into the Storage Agreement, you acknowledge and agree that:

- you are the legal owner of the Vehicle or have authority from the legal owner to store it;
- you must maintain appropriate Vehicle insurance throughout the Storage Period;
- Tynedale Storage does not provide insurance for your Vehicle or its contents on your behalf;
- the Vehicle must be maintained in a safe condition and you must disclose relevant defects or special operating requirements;
- gas and hazardous materials are subject to the restrictions in these Terms;
- CCTV and controlled access systems operate at the Site;
- Tynedale Storage may move your Vehicle where reasonably necessary;
- where required, you must provide working keys and relevant security or operating information;
- Winter Vehicle Storage does not include mechanical maintenance, regular starting or exercising of the Vehicle unless separately agreed in writing;
- access to controlled indoor Winter Vehicle Storage is by arrangement;
- you remain responsible for preparing your Vehicle appropriately for long-term or winter storage;
- overdue Fees or an uncollected Vehicle may result in restricted access and the exercise of legal rights available to Tynedale Storage; and
- you have read and agree to comply with these Terms and any Site rules notified to you.

STORAGE AGREEMENT INFORMATION

The individual Storage Agreement should record, as applicable:

- Customer's full name and address;
- telephone number and email address;
- emergency/alternative contact;
- Vehicle make and model;
- registration number;
- approximate length where relevant;

- Vehicle type and propulsion type;
- type of storage;
- start date;
- fixed or minimum Storage Period;
- storage Fee;
- payment frequency and method;
- deposit;
- access devices issued;
- keys received where applicable;
- insurance evidence checked;
- any special Vehicle instructions; and
- any additional services agreed.

Acceptance

By signing the Storage Agreement, confirming acceptance electronically or otherwise accepting these Terms in an agreed manner, you confirm that you have read, understood and agree to be bound by these Terms and Conditions.