

Facility Rules

Updated On: 15.06.2024

1. Loading and Unloading Operations

Vehicles must park only in the designated spaces for this activity and only for the time necessary to complete these operations. It is essential to avoid any obstruction or interference with the normal and efficient use of the building and its modules. Additionally, the time vehicles and objects occupy common areas should be minimized, strictly limited to the indispensable period for loading and unloading, without allowing prolonged parking of vehicles under any circumstances.

2. Access Control

To ensure control of stays in the Center, the client must always use their access code to enter and exit the building and controlled access areas, even if the barriers and access doors are open. The client must ensure that all doors and barriers used are always closed, closing them immediately if found open.

3. Use of Equipment and Aids

The client may use trolleys and other equipment provided by Palma Self Storage exclusively within the Center's facilities. Once used, they must be returned to the designated storage area. It is prohibited to take the trolleys outside the Center, except to transport objects from a vehicle parked nearby. Non-compliance with this rule will result in a €200 fine.

4. Conduct and Usage Rules

Clients must avoid causing any damage to the elements and facilities of the Center during transit, loading and unloading operations, and the use of the space/storage unit. Tampering with surveillance, security, and control devices, as well as electrical devices such as plugs and other devices installed in the Center, is prohibited. Forcing doors or accessing prohibited areas is also forbidden.

Transit within the Center without a specific purpose outside of one's storage area is prohibited, except for shortening the path to the exit. Any behavior that is harmful or annoying to other Center users and security personnel will be sanctioned. Non-compliance with these rules will result in the immediate termination of the contract.

5. Smoking and Fire Lighting Prohibition

For safety reasons, smoking and lighting fires are strictly prohibited within the Center's facilities. Non-compliance with this rule will result in a €1000 fine and the immediate termination of the contract.

Storage Regulations

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1. Storage Restrictions

It is strictly prohibited to store the following items in the units: food or perishable items, live or dead animals, fuels or flammable materials, toxic liquids or dangerous chemicals, and any illegal substances or products obtained illicitly. Additionally, storing objects with a hazard rating of 1, 2, or 3 according to the CEA Catalog, or with a calorific value exceeding 6mcal/Kg, is prohibited. The storage of money, jewelry, precious metals, or items of special value in the units is also not allowed. Non-compliance with these conditions will result in a €500 fine and contract termination if the client does not remove the prohibited items within 3 calendar days.

2. Changing Storage Units

Under no circumstances is it allowed to change storage units without first verifying the availability of the new space with the company, signing the corresponding contract, and paying the stipulated rental fee. Non-compliance with these conditions will result in a €500 fine.

3. Lock Installation

The client is obligated to install a lock on the door of the rented unit and ensure it remains locked after each visit to the rented unit. The company assumes no responsibility for losses, thefts, or robberies that may occur if the lock is not installed or not properly secured. Non-compliance with these conditions will result in the automatic loss of insurance coverage, as stipulated in the contract.

4. Vacating the Storage Unit

The client must send a photograph of the vacated unit for the company to verify its condition. If, at the end of the contract, the client does not properly vacate the unit, leaving belongings or in an inadequate state or with signs of modifications made, the company will apply a €500 penalty, in addition to any costs incurred for disposing of the client's unwanted belongings.

Cleanliness of the Center

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During the process of loading, unloading, or using the storage facilities, the client is obligated to immediately inform the company about any incident affecting the cleanliness or safety of the center. This includes spills of liquids or other events that may compromise the proper conditions of the storage units or common areas. Timely notification will allow the company to take immediate action to maintain the center in optimal condition. If it is found that the user intentionally deposits waste in incorrect places or intentionally dirties the common areas of the center, they will be notified and an appropriate penalty will be applied.

Waste Disposal Rules

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1. Garbage Disposal and Environment Maintenance

Clients must use only the 120L containers located at the entrance of the center to dispose of their garbage. They must keep the surroundings clean and orderly, avoiding the disposal of trash in undesignated areas such as hallways, corners, or other non-designated places.

2. Permitted Types of Waste

Small non-organic waste, such as paper, plastic, metal, and glass, in reasonable quantities, can be disposed of in the authorized containers. Additionally, lightweight packaging materials like small boxes, plastic wrappers, and packing bags are permitted.

3. Prohibited Types of Waste

It is strictly prohibited to dispose of the following in the designated containers: food scraps, kitchen waste, perishable items, live or dead animals, fuels, flammable materials, toxic liquids, and dangerous chemicals. Disposing of objects with a hazard rating of 1, 2, or 3 according to the CEA Catalog, as well as items obtained illicitly, is also prohibited. Hazardous waste such as chemicals, batteries, paints, solvents, and other similar materials must not be disposed of in the designated garbage containers.