



The Big Green Box – A Guide to Self Storage

Types of storage available – we have three storage solutions available:

- 1) Container rental in one of our containers at our secure site on Twin Palms Rd
- 2) Container rental – with our container delivered to your site
- 3) Site rental – have your container delivered to our secure site on Twin Palms Rd

The majority of this document pertains to containers rented at our secure site.

Access - access to your stored items is restricted to office hours, which are:
0800-1700 Monday to Friday
0830-1230 Saturdays

ID Checking – We will hold copies of your photo ID and the photo ID of anyone you would like to have access to your container. Only photo ID that we have copies of can be used to access your stored items so please ensure you supply us with a copy of each ID you would like to use (e.g. passport, reg card, driving license). This ID will be checked twice upon arrival at The Big Green Box, once by our security guard – and once by a Big Green Box member of staff. Whilst this may seem time-consuming, the procedure is in place for your protection and we appreciate your understanding in this regard.

Changes to your account – You must inform us in writing of any changes to your details, your alternate contact details, your authorized persons or any storage or insurance terms that you wish to vary in the licence

Rental periods – storage rental with us, whether on or off site, is paid for in 28 day blocks. If you are terminating your storage with us you are required to have your stored items removed from your container by 1700 on the 28th day, by 1600 if the container is at your site.

Payment – Payments can be made by cheque or cash and discounts are available for long term storage of 5% for one year (13 x 28 day blocks) and 10% for two years (26 x 28 day blocks). You will be billed 4 weeks in advance for your fee

Late payments - Late payments are calculated on a daily rate (x/28) plus 10% penalty fee and this is compounded daily for each day you are overdue until the eviction date, which is 14 days after your payment was due. Prompt payment of your fee is essential in this regard.

Deposit – A deposit will be charged for a 28-day block. Provided the container is returned to us clean and in good order by close of business on the 28th day, this will be returned to you in full. Should you hire shelving, or the container is being delivered to you (rather than stored with us) then an additional deposit may be required and these amounts will be explained to you at the time of hire.

Insurance - we have negotiated a very affordable insurance contract with Professional Insurance which takes into account the highly secure nature of our site. This is only available for goods stored with us at The Big Green Box and is in fact compulsory for goods stored at our Twin Palms site. Our staff will explain the insurance premiums to you. They are payable to us at the same time as your rental fee. Your insurance policy is automatically terminated if your account falls into arrears. Contents with a value greater than \$50,000 need to be inspected by a member of Professional Insurance.

It is very important that you are meticulous in the itemization and appropriate pricing of your containerized goods. The underestimation of the value of your goods will result in a smaller amount being paid out if you need to make a claim. Similarly you must apply values to all items. Insurance companies have standard value caps that are applied to items; for example a car stereo is approximately USD100, if you had a car stereo valued at \$5000 and had not specified this then you would be most unhappy with an insurance payout of \$100. The correct estimation of your goods and the continued update of that schedule as the goods in your container changes, is your responsibility.

Your goods are only insured whilst they are inside your container. If you have anything you need to make a claim for The Big Green Box MUST be informed before you leave the site with your goods. We have a number of measures in place to ensure ONLY you and your agents are able to enter your container. Forcible entry would need to be proved before a claim could be made for theft. Professional insurance will not insure your goods against heat damage.

Security – we have made the security of our Twin Palms site our highest priority with electric fences, laser beams, CCTV that is monitored by our security head office, armed security guards and a rapid response team linked to a breach at any level. Individual keypad alarms are available at a small additional fee per month and should you hire one you will receive a 40% discount on your insurance premiums. Should an alarmed container be opened and not disarmed it is linked to a rapid response from the security team in addition to our armed guard on the site.

Please note: There will be a charge of ZMK50,000 per false alarm if they are the result of a client accessing their container and setting off the alarm. This is because the security company has to respond by vehicle to each and every alarm that goes off. We are not able to call them off by explaining it is an accident as this is a breach of their protocols.

Shelving – is available in 3m blocks. The shelving blocks have two 60cm deep shelves one at 80cms high and the second at 160cms high. If you wanted to fill a 20ft container with shelves running down each side you would rent 4 x 3m blocks each at a 28 day rental fee.

Locks – There are four padlock points on your container. We sell high quality ABUS locks specific for container security and you can purchase these at the time of rental. These locks are yours and you take them with you when the lease period is complete. At no point will an employee of The Big Green Box hold copies of your padlock keys. You are also welcome to bring your own locks to secure your container providing they meet the security standards of The Big Green Box. Three is the minimum number of padlocks acceptable to secure your container at our Twin Palms site.

Security Seals – in addition to all the other security measures we will endeavour to have serialized security seals available. These will be put in place by you at the end of each visit, and witnessed by you as being intact at the beginning of your next visit. If visits exceed 8 within a 28-day block a nominal fee of ZMK5000 per visit will apply to cover the costs of the additional seals.

Loading/Offloading – please consider our office hours when planning to load or offload your container. We close at 1700 hours and this means you need to have finished accessing your container by this time.

Legal - we have based our business model on best practice self storage facilities around the world. The legal clauses contained herein are standard for a storage business, however it is important that you read them as you will be asked to sign that you have read and agreed to each one.

Items not permitted – please read the clauses 22.1-22.10 with regards to what you are not permitted to store in your container. If you have items that you think may fall into this category please discuss this with us. It is possible we can make individual exceptions provided the materials are not illegal or dangerous.

Protecting your goods whilst in storage - shipping containers are designed to be weather proof and ours are all 100% wind and rain proof, however Zambia's conditions can be severe, particularly during the rainy season. Take all necessary measures (such as plastic wrapping) to protect your stored goods from the unlikely event of mildew. You are responsible for storing your goods in a way that keeps them safe from Zambia's extreme environment.

Heat Protection – We have taken measures to reduce the impact of heat on all of our containers. We have mounted shade cloth above the row of containers and painted the roofs of the containers white to reflect the sun. However, if you have items you are concerned about, at an added charge you can rent a container with an Alububble ceiling. This absorbs 95% of the heat and will make a significant difference to the internal temperature of your container.