



VEHICLE STORAGE RULES & PROCEDURES

1. **A deposit is required to hold your reservation.** Deposit amount is your first month rent. Reservations are held until December 31. If your vehicle is not in the facility by the end of December, your deposit will be forfeited, and your reservation will be canceled. **Deposits are non-refundable/transferable. A deposit agreement must be completed to process deposit.** This will be sent electronically. You will receive a text message when the E-Sign is sent. If you do not receive a deposit agreement, please call the office to verify email and cell phone number.

2. **5-month minimum lease requirement. Auto Pay/ACH must be set up to pay month to month. If you choose to not set up Auto Pay/ACH, 5 months must be paid in full day of drop off (we will process your card once the vehicle is in the facility). You do not have to store your vehicle for 5 months, but you are financially responsible for 5 months.** All payments are non-refundable. After your 5-month lease has been satisfied, we will prorate to the date of pick up. If you are set up with Auto Pay and have paid a full month, account will be prorated, and credit will be placed on account to put towards deposit. If you do not want to continue Auto Pay after 5 months is complete, it is your responsibility to call the office and have Auto Pay shut off.

3. Drop off, Pickup and Visiting is by **appointment only**. We need at least a **3-business day notice**. This does not guarantee a day. **You will need to call the office to schedule.** Scheduling will not be done over email!

4. **All paperwork will be electronically sent prior to pick up and drop off. Paperwork must be completed and received by Wampum Underground no later than the morning of appointment or we will be forced to cancel your appointment. If you have scheduled an appointment and have not received your electronic paperwork at least 24 hours before your appointment, contact Wampum Underground immediately.** You do not need to print/bring the paperwork with you.

*Note: E-Sign will come from: no_reply@esignature and will say ACTION REQUIRED ELECTRONICALLY SIGN. If you do not see this in your inbox, check your junk/spam. You will also receive a text message when the E-Sign is sent. All E-Sign emails will say contactless rental. Once you enter your email a new page will open with your document.

5. **You will receive a vehicle location email when you pick up your vehicle for the season.** This information needs to be placed in the window of your pickup vehicle for our guys to see. You may print or handwrite the information.

6. **If you are a new customer or existing customer with a new vehicle, your vehicle will be measured, and pricing will be adjusted as needed.** Vehicles are measured by overall length. Vehicles that will be measured: boats, travel trailers, motorhomes, and 5th wheels.

7. Your billing date will start the day you drop your vehicle off.

8. If you do not receive an emailed invoice, please contact Wampum Underground immediately to verify the email address.

9. Online portal access will be available once your vehicle is dropped off. Go to www.wampumunderground.com, click on Vehicle Storage, Existing Customers. Username will be your email address. Password will be your unit number. Please contact the office if you do not have this information.

10. In/Out Fee will be charged if you take your vehicle in/out of storage during your stay after your initial move in.

11. Visit Fee will be charged if you need to come in to check on your vehicle. **We are no longer offering free Fridays.**

12. Express Fee will be charged if you need your vehicle brought in or left outside for you.

13. Service Fee will be charged if you need our guys to check on your vehicle.

- 14. Rush Fee will be charged if you fail to schedule drop off or pick up at least 3 business days in advance.**
15. Tow Dolly Fee is a 1- time charge at drop off.
16. Cancel Fee will be charged if **you cancel your pickup appointment more than 1 time.**
- 17. We recommend bringing your vehicle in as dry as possible and using some form of a desiccant. Please have the desiccant in your vehicle before you call the office from the call box. We are no longer selling desiccant.**
- 18. We recommend not using your custom boat cover to cover your boat. If you would like to cover your boat, use a tarp. This will protect your boat and allow airflow.**
- 19. Please make sure you have a ride if you are dropping off a motorhome, car, or truck. We do not offer rides.**
- 20. Bring blocks for trailer tires.**
21. All removable fuel tanks must be removed and/or turned off before storing.
22. All batteries must be unhooked or disconnected upon parking. You must keep the main battery that operates the vehicle in the vehicle. You may take an auxiliary battery to charge. **Please bring tools for battery disconnect and a flashlight.**
23. All vehicle license/registration/insurance must be maintained current and up to date.
24. Smoking within the mine is prohibited at all times.
25. The premises shall not be used for the storage of any gasoline or other fuel, oil, grease or other lubricant, tires or batteries, or any other accessories except for such gas, oil, grease, or other lubricant as may be contained in the operation parts of the vehicle stored. Gas tanks must have less than 1/2 tank of fuel.
26. All sanitary toilets and collection tanks shall be appropriately drained before storing the vehicle at the premises.
- 27. A set of keys must be left for the following vehicles:** Motorhomes and Automobiles. Please bring an extra set with you to give to the guys before you park. The only keys needed are ignition, door and battery compartment. **Please do not leave extra keys on the key ring.**
- 28. We reserve the right to move your unit at any time.** Do not lock hitches (boats, travel trailers or campers). There will be no exceptions. Failure to provide a key to a lock will result in the lock being cut off and a service fee charge for the time required to remove it.
29. We reserve the right to take pictures of your vehicle for media use.
30. Vehicles 12' 6" and under will use the South Portal and call in from the call box.
31. Vehicles above 12' 6" to 13' 6", 5th wheels and concessions will use the North Portal and call in from the call box.
32. Reservations for the upcoming storage season can be made starting in the spring/summer.
33. Pricing, regular hours, extended hours and additional information can be found on our website, www.wampumunderground.com, click vehicle storage. You can also find updates on our Facebook page.
34. Zero Tolerance Policy: Any customer who uses vulgar language/threats, mistreats staff and/or is a repeated no show for pickup/drop off is cause for customer account to be terminated and banned from facility.