



# Welcome. Please make yourself at home with us.

## The smarter self storage choice.

For far too long, self storage facilities have been cold, impersonal spaces that leave you completely to your own devices.

At Nationwide Self Storage, we have redefined the storage experience—with bright, modern spaces, personal and supportive solutions and a customized and dynamic approach that meet all your needs entirely and is second to none!

With exceptional quality at the core of our service, we are proud to introduce the following NationWide Self Storage advantages.



### Hassle-free keyless access

Access our gates, elevators and your locker via an app on your phone (or a fob if preferred).



### Shareable access

Easily share and manage access to your personal locker with family or friends.



### Motion sensor alerts

Receive alerts through an app on your phone every time someone enters your locker.



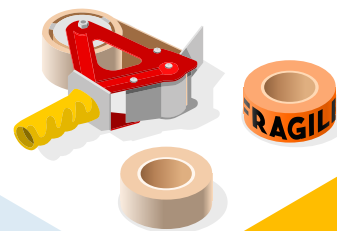
### Custom lockers and shelving

Order racks and shelves through us and we'll even place them inside your locker.



### Nationwide package acceptance

Sign up for package acceptance with us and have your packages sent to us and then delivered to your locker.



# Important reminders

## During your stay.

**1**

### **Facility and locker access**

Accessing the facility gate, select passageways, elevators to your floor and your personal unit is simple. Use the provided link to our Storage Smart Entry app. If you prefer a FOB, one can be provided for a cost. If you are on the property after access hours, you will be charged a \$50 security breach.

**2**

### **Your monthly bill**

Please honour your contract by paying your bill on time. Rent is always due on or before the first day of each month. Late rent payments are subject to fees.

No cash is kept on our premises. We accept Visa, Mastercard and American Express. We also offer ACH direct debit from your chequing account.

Please visit 'Pay My Bill' at [nationwideselfstorage.ca](http://nationwideselfstorage.ca), to set up an account and follow the steps to set up recurring payments or a one-time payment.

**3**

### **Change of address or account change**

If you are moving or need to update any contact information, simply notify NationWide either in writing or by email from the email address we have on account for you.

**4**

### **Prohibited items**

Items that cannot be stored include live animals and plants, flammables, explosives or any illegal contraband like drugs or firearms. No perishable items or food items sealed, canned or packaged are to be stored. Any items left behind, including garbage, will incur a disposal fee.

**5**

### **Property insurance**

NationWide is not liable for any damage to your property. Insurance of your belongings is solely your own responsibility and it is NationWide's policy that ALL tenants purchase added insurance of their property.

Cowen Insurance Group has been contracted to provide \$10,000 coverage per locker and to make a claim you must contact Cowen Insurance directly at 1-877-578-6030 and reference the facility location.

**6**

### **Moving out procedures**

NationWide requires a 2-day courtesy notice should you decide to move out – but more notice is better. Please note, that we only refund full months rent, and not partial months rent. If you are moving out in a partial month, please provide notice before you make your monthly payment.

When moving out please return the unit as you received it with the door open and notify the front desk staff. If an extension on your stay is required, we can prorate extend your move out date.

# Make this a positive experience for everyone.

Kindly avoid these prohibited items in our facility or in your personal locker.



**Food crumbs attract rodents. Please ensure your boxes and belongings are free of food and crumbs.**



**Explosives, hazardous, and flammable items are prohibited.**



**Smoking or vaping are prohibited in all areas of our property.**



**Animals and pets are not allowed on our property. Service Animals however, are welcomed with open arms.**



**Live and dry plants are prohibited inside our storage units.**



**The storage of open unsealed liquids are not allowed.**



**Jewelry and other irreplaceable items should never be stored.**