

King Storage - Frequently Asked Questions

What size will I need?

Have a look at our size guide on our [Book Online Page](#), which will give you an idea of the space you may need. Alternatively contact us where a friendly member of staff can discuss your requirements and estimate the size of room you may require.

How much will it cost?

The cost of storage will vary with the size of storage you need. Use our size estimator on our [Book Online Page](#) or alternatively speak to one of our friendly members of staff who can advise you and take you through the process.

How do I rent a storage room?

Two easy steps to claim your storage space:

Make a reservation. You can do this online, over the phone by calling 01623 440318 or in person at our reception.

Complete the simple storage agreement; provide us with the necessary ID and Move IN!

Can I reserve a unit?

Yes, subject to availability we can reserve a unit for up to 4 weeks prior to your moving in date for a £20.00 deposit (non-refundable).

What will I need to rent a room?

Two forms of ID, one with a picture (typically driver's licence or passport) and a credit/debit card.

Method of payment – Credit / Debit Card.

A lock to secure your room. You can buy one at reception or you are welcome to bring one of your own.

How do I pay?

Payment is required on the day you move in then every 4 week period thereafter.

We accept Credit / Debit Cards, Bank Transfer or alternatively you can pay online through a payment link. We also accept standing orders for ongoing payments.

What if I need a different size room?

We can help you upsize or downsize your room at any time, without penalty.

How will I get my stuff to you?

We do offer a [Van & Driver Collection](#) Service to take the stress out of getting your items to storage, alternatively you can use your own transport or for larger requirements or full removals, we can recommend reliable removal companies.

Do you supply packaging materials?

Yes, we offer a full range of boxes, tapes, bubble wrap, protective covers & padlocks. All items can be purchased onsite or pre-ordered prior to your move in. Please see our packaging materials [Documents Page](#) for more information.

Do you offer any help or assistance with packing and organizing my unit?

Yes, you just have to ask one of our friendly members of staff who will only be too happy to advise you on how to pack and organize your unit. We also offer a free [tips & advice](#) information sheet which you can download

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What can I store?

Practically anything that's not inflammable, explosive, perishable or illegal.

Prohibited items:

1. Combustible, Flammable, Hazardous or Toxic Materials including: petrol, compressed gas, propane tanks, kerosene, lamp and motor oil, acid, grease, corrosives, fireworks or explosives, fertilizers, paint, cleaners, chemicals or hazardous, toxic or biological waste. Asbestos or products which may contain asbestos are also not permitted.
2. Animals – Living or dead.
3. Stolen or illegal goods – if you don't legally own it, you can't legally store it.
4. Firearms / Ammunitions.
5. Perishable food items – this includes pet foods, bird seeds etc.
6. Live Plants – lack of sunlight and water will cause your plants to die and can attract vermin.
7. Collectables, Fine Art, Jewellery & Cash.
8. Any items that emit fumes or odours.

If in doubt, please give us a call

Is there a minimum & maximum storage period?

The initial minimum storage period is 4 weeks, after that you can store for as long as you like. All we ask is that you give us 7 days' notice for when you want to move out.

Do I need to insurance?

If it's worth storing, it's worth insuring. All goods stored with us must be insured. We can offer an insurance option for a cost of £3.50 per £1000.00 of cover ([see insurance summary of cover](#)).

Alternatively, you can arrange cover through your own policy, however we would require proof. Either way your goods must be insured for the total value.

Unfortunately, we cannot offer insurance for external units with 24 hour access.

When can I get access to my goods?

Unlimited access during our opening hours via an access fob

Our opening times are:

Monday – Friday:	8.00am – 5.00pm
Saturday:	9.00am – 2.00pm
Sundays & Bank Holidays:	Closed

External Containers have 24 hour access.

How do I move out?

The move out process is very simple. Just let us know your leaving by giving us 7 days notice, bring your account up to date and empty your room. We will close your account that day.

Why choose us to solve your storage problems?

We are a genuine established family business with a friendly but totally professional service committed to complete customer satisfaction. We offer the most competitive rates for self-storage around and we offer you real flexibility. So sit back and relax safe in the knowledge that King Storage will be keeping an eye on your things.