

Online Bookings - Terms and Conditions

1. USAGE OF CITY LOCKERS STORAGE SERVICE

1.1. To utilize specific features of the City Lockers platform, customers are required to pay fees in the applicable currency. Prior to making any payments, customers will have the opportunity to review and accept the fees associated with the chosen services.

1.2. City Lockers exclusively uses the Stripe online payment system. By using City Lockers, customers agree to the terms and conditions of Stripe, available at www.stripe.com.

1.3. City Lockers may impose a service fee for each item stored or service provided. Customers will have the chance to review and accept the applicable service fee in the designated currency before making any payments.

1.4. By agreeing to these Terms and Conditions, you represent and warrant that:

- (a) You are at least eighteen (18) years old.
- (b) You are legally capable of entering into binding contracts.
- (c) You are a natural person acting on your own behalf, or you represent a legal person, and you have all the necessary power to represent and bind this legal person.
- (d) You have not previously been suspended, removed, or prohibited from using the City Lockers services.
- (e) Your registration and your use of the City Lockers platform and services will be in compliance at all times with all applicable laws and regulations.

By acknowledging and agreeing to these terms, users confirm the accuracy of the above representations and warranties, and City Lockers reserves the right to take appropriate action, including the suspension or termination of services, in the event of any breach of these representations and warranties.

1.5. Customers authorize the charging of fees, including applicable taxes and charges, to the specified payment method in their account.

2. BOOKING CANCELLATION POLICY:

2.1. Users may cancel their booking and receive a refund only for unused storage days. Once luggage or items are stored, refunds will not be issued. It is the user's responsibility to review and understand the cancellation policy before initiating a booking.

3. LATE PICK-UP FEE

3.1. In the event that customers fail to pick up their stored items after store closing, a Pick-Up Fee of **30€** will be applied. This fee is necessary for the retrieval of items.

3.2. If bags are picked up on a day or days following the initial scheduled pick-up day, an additional day's fee will be charged, and the total amount must be paid directly at the City Lockers location before the release of stored items. It is the user's responsibility to adhere to the designated pick-up time to avoid additional charges.

4. CITY LOCKERS LUGGAGE PROTECTION

4.1. City Lockers may, at its sole discretion, provide compensation for lost, damaged, or stolen items in relation to its storage service, subject to the limitations, exclusions, and conditions outlined below.

4.2. In connection with the storage service, City Lockers will automatically charge customers a fee for **City Lockers Luggage Protection**. This Protection Fee is applicable to loss, damage, or theft of customers' items linked to a booking made via the City Lockers platform.

4.3. If eligible for compensation under the **City Lockers Luggage Protection**, City Lockers may compensate customers up to **500€** for the value of lost, stolen, or damaged items, considering the initial value and any loss due to wear and tear. City Lockers will not reimburse customers for the replacement of the item(s), and the compensated value will be determined based on evidence provided by the customer and individual circumstances.

4.4. The City Lockers Luggage Protection does not cover:

4.4.1. Items paid for in cash or via other payment methods not approved by City Lockers.

4.4.2. Prohibited items. Users of the City Lockers storage service are prohibited from using the service to store, deliver, receive, transport, or otherwise interact with the following items (referred to collectively as "Prohibited Items"):

4.4.2.1. Any items whose possession or transportation is illegal under any applicable laws, including the laws of the location(s) where such items are to be stored, delivered, received, or transported.

4.4.2.2. Prohibited items include but are not limited to: weapons, firearms, ammunition, explosive items or substances, flammable liquids or gases, pesticides or other toxic chemicals, live animals, agricultural products, perishables, alcoholic beverages, drugs, or other controlled substances that are not prescribed to you or purchased over-the-counter for your own personal use. Additionally, cash or cash equivalents, lottery tickets, stocks, bonds, money orders, subjective or sentimental items, jewelry, precious stones and metals, gift cards, irreplaceable items (e.g., antiques, paintings), medicines, immigration documents, and other valuables are considered Prohibited Items.

4.4.2.3. Other items may be specified as prohibited by City Lockers.

Users are responsible for ensuring that the items they intend to store comply with these prohibitions. City Lockers reserves the right to refuse storage services for items that violate these prohibitions and may take appropriate action, including reporting illegal items to the relevant authorities.

4.5. To be eligible for compensation under the City Lockers Luggage Protection, customers must not:

4.5.1. Intentionally or unintentionally cause damage to City Lockers' brand or reputation.

4.5.2. Breach these Terms.

4.5.3. Receive compensation from any insurer or other party for the loss, theft, or damage claimed under the **City Lockers Luggage Protection**.

4.5.4. Fail to disclose relevant communication with their insurance company or other compensating parties.

4.5.5. Customers may be required to cooperate with relevant parties, including partners, law enforcement, and other City Lockers affiliates, in resolving a claim and adhering to security measures.

4.6. To activate compensation under the City Lockers Luggage Protection in relation to the Storage Service:

4.6.1. Customers must have a valid booking and provide proof of payment.

4.6.2. Customers must demonstrate that they exclusively interacted with the City Lockers platform.

4.6.3. Customers must notify City Lockers of the incident within twenty-four (24) hours of the scheduled end of the booking via email at left.luggage@citylockers.pt

4.6.4. Customers must share relevant details about the stored items, including their condition before storage, at the time of retrieval, and their value.

4.6.5. Provide evidence beyond a reasonable doubt that the item was stolen, damaged, or lost during the storage service, considering both the luggage or any relevant item stored there. Failure to provide adequate documentation may result in claim rejection.

5. CONTACT INFORMATION:

5.1. For inquiries, support, or cancellation of bookings, customers may contact City Lockers at left.luggage@citylockers.pt