



AVARN STORAGE

Self-Service Luggage Locker Service

TERMS & CONDITIONS

Version: 1.1

This document is the Terms & Conditions for all Avarn Storage self-service locker locations. Location-specific details (legal entity, governing law, jurisdiction) are set out in the Location Schedule (Annex A). All other terms are universal across all Avarn Storage deployments.

By renting and using a locker, the User accepts these Terms in full.

1. DEFINITIONS

The following terms have the meanings set out below when used in these Terms:

"Avarn" The Avarn Storage operating entity identified in the Location Schedule for the relevant installation.

"User" / "you" Any individual who rents or uses a locker at an Avarn Storage installation.

"Service" The self-service automated luggage locker rental service operated by Avarn at an Avarn Storage installation.

"Locker" An individual automated storage compartment forming part of an Avarn Storage installation.

"Rental" The period commencing when a Locker door is properly closed following a successfully initiated transaction, and ending when the User completes check-out and all applicable fees are paid.

"OTP" A one-time password or verification code sent to the User's registered mobile number or email address for identity verification purposes.

"Kiosk" The on-site self-service touchscreen terminal used to initiate, manage, and end Rentals.

"Web Flow" The browser-based interface accessible by QR code or URL, providing equivalent functionality to the Kiosk.

"Pre-Booking" A Rental reserved in advance via the booking widget, for a specified start and end time, paid in full at the time of booking.

"Price List" The current rental rates, daily caps, and any applicable fees as displayed at the point of rental on the Kiosk, Web Flow, or booking widget. The Price List is not incorporated into these Terms and may be updated without notice.

"Location Schedule" Annex A to these Terms, setting out location-specific details for each Avarn Storage installation.

2. THE SERVICE

2.1. The Service consists of the temporary rental of an automated, self-service Locker at an Avarn Storage installation. The Service is fully automated and unstaffed. On-site assistance is not guaranteed unless specifically arranged.

2.2. The Service is available at the times displayed at each installation. Avarn aims to make the Service available at all times but does not guarantee uninterrupted availability.

2.3. A Rental commences when: (a) the User has been verified by OTP; (b) payment has been successfully authorised; and (c) the Locker door has been properly closed by the User following placement of items.

2.4. A Rental ends when: (a) the User completes check-out via the Kiosk or Web Flow; (b) all applicable fees have been paid; and (c) the Locker door has been properly closed after retrieval of items.

2.5. Avarn and authorised partners may access Lockers without prior notice for security reasons, suspected prohibited use, technical faults, overdue rental, or compliance with applicable law or venue operator requirements.

3. USER IDENTIFICATION & ACCESS

3.1. To use the Service, the User must provide a valid mobile phone number or email address and complete OTP verification. This contact detail serves as the User's access credential for the duration of the Rental.



3.2. For any remote assistance (including remote Locker opening, code reissuance, or transaction management), Avarn will verify the User's identity by issuing an OTP to the registered contact. Remote assistance will not be provided without successful verification. Where verification is not possible, Avarn may dispatch a field operator or security guard to the installation to assist in person.

3.3. Charges may apply for on-site assistance. Where the need for assistance is attributable to the User (such as loss of access credentials or loss of registered device), a fee may be charged at the rate set out in the Price List. Where the need for assistance is attributable to a fault on the part of Avarn, no charge will be made to the User.

3.4. Where a User wishes to allow a third party to access their Locker, the third party must present the User's registered contact details at the Kiosk. An OTP will be sent to the original User's registered contact, which the User must share with the third party in real time. This process cannot be bypassed.

4. PAYMENT & PRICING

4.1. Rental fees are calculated in accordance with the Price List displayed at the point of rental. All prices are inclusive of applicable VAT. The Price List is not incorporated into these Terms; current prices are always shown on the Kiosk or Web Flow before the User commits to a Rental.

4.2. For walk-in Rentals, payment authorisation is obtained at check-in. The actual charge is calculated based on time used and collected at check-out. The User pays only for the time the Locker is in active use.

4.3. For Pre-Bookings, the full amount for the booked period is charged at the time of booking. No refund is issued for early check-out or non-use.

4.4. If a Pre-Booking Rental continues beyond the booked end time, the Locker remains secured and the User's belongings are kept safe. Upon check-out, the system calculates the additional time used and the User must pay the outstanding amount before retrieving their items.

4.5. Additional charges may apply for: (a) overdue use beyond the maximum rental period; (b) physical on-site intervention required due to user-side access credential loss; and (c) damage to the Locker caused by the User. These charges are set out in the Price List.

4.6. A receipt inclusive of any applicable VAT breakdown is automatically sent to the User's registered contact following payment.

4.7. The Service is cashless. Accepted payment methods are as displayed on the Kiosk and Web Flow at the time of use.

5. RENTAL DURATION & OVERDUE USE

5.1. Rentals are subject to a maximum duration as displayed at the point of rental. Rentals may not exceed this maximum period.

5.2. The applicable pricing model and fees are displayed to the User at the point of booking, reservation, or check-in, as applicable. Pricing models may vary by location and are set out in the Price List for the relevant installation

5.3. Avarn will send automated reminders to the User's registered contact as the maximum rental period approaches.

5.4. Following expiry of the maximum rental period, Avarn may: (a) charge overdue fees in accordance with the Price List; (b) restrict access to the Locker; and (c) open the Locker and move the contents to secure storage.

5.5. Items moved to secure storage following overdue use will be held for a minimum of 14 days, during which time Avarn will attempt to contact the User using the registered contact details provided at the time of Rental. If the User does not retrieve their items or make contact within this period, Avarn reserves the right to dispose of, donate, or transfer the items to relevant authorities. This right arises solely from the User's breach of the Rental agreement and not from any lost property legislation. Avarn shall not be liable for items disposed of in accordance with this clause.

5.6. The User is responsible for allowing sufficient time before any departure or commitment to retrieve stored items. Avarn recommends retrieval at least two (2) hours before a scheduled departure. Avarn accepts no liability for missed flights, journeys, or appointments arising from delayed retrieval.

6. USER RESPONSIBILITIES

6.1. The User is responsible for: (a) ensuring the Locker door is properly and fully closed after placing items, such that the lock engages; (b) ensuring the Locker door is properly and fully closed after retrieving items; (c) retaining access to their registered contact details for the duration of the Rental; and (d) retaining their receipt or transaction reference.

6.2. Fees may apply where a Locker door is left open following retrieval, as set out in the Price List.

6.3. The User must not store items in excess of the Locker's physical capacity. Items may not be added to an active Locker once the door has been closed.

7. PROHIBITED CONTENT

7.1. The following items may not be stored in any Locker under any circumstances:

- Weapons, firearms, or ammunition
- Explosives, flammable, or combustible materials
- Narcotics or illegal substances
- Stolen goods or items obtained unlawfully
- Hazardous, toxic, or radioactive materials
- Perishable food items
- Items emitting odour, liquid leakage, or gas
- Living beings, including animals or persons
- Cash, negotiable instruments, or high-value items (jewellery, electronics) above EUR 2,000 in declared value
- Any item prohibited under the laws of the country in which the installation is located, or under applicable airport, transport hub, or venue security regulations

7.2. Avarn with its security partners such as site owners and law authorities reserves the right to open Lockers suspected of containing prohibited items, confiscate such items, and report the matter to law enforcement authorities. The User accepts liability for all costs, losses, and legal consequences arising from breach of this section.

8. LIABILITY & COMPENSATION

8.1. The User stores items at their own risk. Avarn does not accept liability for loss, theft, or damage to stored items, except as expressly set out in clause 8.2.

8.2. If a technical malfunction directly and solely attributable to Avarn prevents a User from accessing their Locker during an active, paid Rental, Avarn's liability is limited to a maximum of EUR 150 per Rental. In all cases, Avarn's total liability shall not exceed the amount paid by the User for the Rental.

8.3. Avarn accepts no liability for: (a) missed flights, travel disruptions, or scheduling consequences

arising from delayed retrieval; (b) indirect, consequential, or economic loss of any kind; or (c) loss or damage arising from force majeure events as defined in Section 9.

8.4. Nothing in these Terms limits Avarn's liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

8.5. The right to cancel this agreement under consumer protection law does not apply to this Service, as it constitutes a service relating to leisure activities to be performed on a specific date or period (or equivalent exemption under applicable national law). Payment obligations arise immediately upon commencement of the Rental.

9. FORCE MAJEURE

9.1. Avarn shall not be liable for any failure or delay in providing the Service caused by events beyond its reasonable control, including but not limited to: power outages, network failures, equipment failures not caused by Avarn's negligence, acts of God, fire, flood, civil unrest, decisions or restrictions imposed by venue operators or public authorities, or security lockdowns.

9.2. In the event of a force majeure event that prevents access to a Locker, Avarn will use reasonable endeavours to dispatch a field operator to assist the User. The User's rights under clause 8.2 do not apply to force majeure events.

10. SECURITY & SURVEILLANCE

10.1. Avarn Storage installations may be monitored by closed-circuit television (CCTV) in accordance with applicable security regulations at the relevant venue.

10.2. All transactions and access events are logged electronically with timestamps and user identifiers. These records are retained in accordance with Avarn's data retention policy.

10.3. Avarn may disclose User information and transaction records to law enforcement authorities upon valid legal request or in connection with suspected unlawful activity.

11. DAMAGE & MISUSE

11.1. The User is liable for any physical damage caused to the Locker or installation during their Rental and/or in connection to their rental. Avarn may



charge the User for the reasonable cost of repair, cleaning, or replacement.

11.2. Forcing, tampering with, or attempting to override a Locker mechanism is prohibited and may result in damage charges, termination of the Rental without refund, and referral to law enforcement.

12. PERSONAL DATA

12.1. Avarn processes personal data collected in connection with the Service — including contact details, payment information, transaction history, and access log data — in accordance with its Privacy Policy, available at avarnsecurity.com. By using the Service, the User acknowledges that their personal data will be processed as described therein.

12.2. Avarn processes personal data in accordance with applicable data protection law, including the General Data Protection Regulation (EU) 2016/679 (GDPR) and relevant national implementing legislation (including the Norwegian Personal Data Act and the Swedish Data Protection Act, as applicable).

12.3. Personal data is retained for the period required by applicable law and for operational and legal purposes. Users may exercise their data subject rights (including access, rectification, and erasure) by contacting support.storage@avarnsecurity.com.

13. INTELLECTUAL PROPERTY

13.1. All content, trademarks, software, and intellectual property on the Platform, Kiosk, or Web Flow are owned by or licensed to Avarn Security. The User may not reproduce, copy, or use any such content without prior written consent from Avarn.

14. GOVERNING LAW & DISPUTES

14.1. These Terms, and any dispute or claim arising out of or in connection with them, are governed by the law set out in the Location Schedule for the relevant installation.

14.2. Any dispute shall be submitted to the courts identified in the Location Schedule, unless mandatory consumer protection law provides otherwise.

14.3. Avarn reserves the right to amend these Terms at any time. The version applicable to any Rental is the version accepted by the User at the time the

Rental commences. Users are encouraged to review the current Terms at avarnsecurity.com before each use.

15. CONTACT

For questions, support, or complaints relating to the Service, please contact:

Avarn Storage Customer Support

Email: support.storage@avarnsecurity.com

Sales: sales.storage@avarnsecurity.com

[www: avarnsecurity.no](https://www.avarnsecurity.no)