

## FAQS

### MOBILE LOCKER – STORE & ENJOY

Mobile Locker is a company that invented a fully automated off-grid locker system that can be used in numerous applications around the world.

Wherever our lockers are installed, you can safely travel, swim, ski or do any other sports or leisure activity, without worries.

The unit is custom built with high quality materials, controlled by user friendly software and powered by green energy.

<https://www.youtube.com/watch?v=H3GivzNwAhw>

#### ➤ **What is Mobile Locker?**

Mobile Locker is an automated service that offers you the possibility to rent Lockers for periods of 365 days a year between 1 and 365 calendar days at festivals or events or public locations.

#### ➤ **What measures of Lockers does Mobile Locker offer?**

Mobile Locker offers different sizes of Lockers that you can check on the reservation page for each location or in the Mobile Lockers terminal itself.

#### ➤ **How can I book?**

Reservations can be made in advance and will be valid from the moment you make it. It can also be done at the same festival or event.

#### ➤ **What can I enter inside my Locker?**

You can enter all the packages that fit inside the rented Locker, with the exception of prohibited items. Remember that in Mobile Locker you pay per rented Locker, not per package, so you can enter all the packages that enter your Locker.

#### ➤ **What is forbidden to store inside my Locker?**

All objects whose mere possession or traffic is illegal (such as stolen objects, drugs, pornographic materials or, in any way, degrading to the human being, etc.).

Objects whose possession requires a license, without said license or authorization (such as weapons and/or ammunition).

All types of material that is polluting or dangerous (such as flammable objects or dangerous substances).

Animals of any kind or any other kind of living being.

No food can be inserted into the Lockers, except in the case of packaged food that cannot spill, stain the Lockers or produce odors of any kind in the Mobile Locker premises.

#### ➤ **Is my luggage insured?**

Mobile Locker is not responsible for objects deposited inside the lockers.

➤ **For how long can I rent a Locker?**

You can hire the Lockers rental service for a period of between 1 day and the duration of the festival or event.

➤ **When can I access the Locker that I have rented?**

The rental service of each Locker will be accessible during festival hours or in the case of lockers at fixed events every day of the week, 365 days a year.

➤ **Can mobile devices be charged in the lockers?**

Each locker has a plug to connect and charge a mobile device. Does not include the cable.

➤ **Once the packages have been inserted, can I access the Locker again?**

You can access the rented Locker as many times as you want or need during the Locker rental period. Therefore, if you have forgotten something, want to add more bags or need to access your Locker during the rented period, you can do it without problems.

➤ **What is the price I must pay for renting a Locker/day?**

The price per Locker will be the one indicated at the time of contracting, being able to benefit from the offers in force at any time.

The prices that appear include VAT and refer to the rental of a Locker according to the size and duration.

➤ **How are the lockers used?**

Mobile Locker Lockers are fully automatic. You can make the reservation through our website or directly at the Mobile Locker terminal.

Once the contract is completed, you will receive confirmation of the contract made, the Locker number.

To open the Lockers you can choose to link a card or bracelet with an RFID chip or an alphanumeric code that you will enter at the time of contracting.

➤ **How can I recover my code?**

Contact the phone +34 668 50 50 20

➤ **I want to extend my reservation, how can I do it?**

Contact the phone +34 668 50 50 20

➤ **What can I do if I have an incident in the use of the Locker?**

In the event of a breakdown, blockage or any other type of incident in the use of the Locker, you have at your disposal the Mobile Locker assistance service, which you can use by calling +34 668 50 50 20 or send mail [info@mobilelocker.es](mailto:info@mobilelocker.es).

➤ **Can I modify the reservation or withdraw from it?**

Yes, as long as said modification or withdrawal is made 24 hours before the date on which the service I have reserved begins.

STORE & ENJOY, SL  
Carrer Muntaner 479, 1<sup>º</sup>1<sup>º</sup>.  
Barcelona  
info@mobilelocker.es