



## **Congratulations on applying to the Self Storage Association Asia's S.A.F.E. Self Storage Standards programme!**

We have outlined some pertinent information regarding the application process and require your understanding and compliance as indicated by signing at the bottom of this document.

The Successful Recipient of a Certification (the Recipient) agrees to the following:

By signing this agreement to apply for the SAFE Programme, you understand and agree to abide by the following:

### **1) Usage of the Certification in Promotion**

- a) Logo Usage
  - i) Successful recipients of a certification may use the appropriate logo (Gold, Silver, Bronze) as awarded.
  - ii) The logo must be used in reference to the specific location to which it is awarded in a clear manner that would not mislead consumers or others to think it applied to multiple properties.
  - iii) The logo can be used on the Recipient's website, brochures, app and any online and promotional materials.
  - iv) The logo must be faithfully reproduced with the appropriate colour code to avoid confusion between Gold, Silver and Bronze certification
  - v) The logo sticker can be displayed at your premises with the QR code and website clearly displayed so that consumers can check the current status.
- b) Reference of the Certification
  - i) The Certification can be referenced in documentation presented to business partners. The SSAA will undertake to confirm the status and authenticity of certification if asked for a reference.
  - ii) Each application will have a Certification Number that can be used as per the logo only after the final approval has been issued. The Certification Number will be a unique identifier that will apply to the site for the duration of a valid status.
- c) Timing of Usage
  - i) The logo and claims of certification can only be used once the Recipient has been notified by Knight Frank of a successful application.
  - ii) The use of the logo and claims must be removed from any online and offline promotional materials (including but not limited to the website and on-site display) once the certification has expired unless it has been successfully renewed (including recertification and connected payments).

**2) Suspension of Certification**

- a) Note that should the facility have an order served against it by the Fire Services Department or Buildings Department indicating that the premises are not compliant the:
- b) The Recipient undertakes to immediately inform the SSAA with details regarding the issue.
- c) The Recipient must temporarily cease using the logo and references to the location's certification until the issue is rectified to the satisfaction of the FSD or BD, whichever issued the notice.
- d) The Recipient can again use the logo and reference to certification once the issue is resolved to the satisfaction of the SSAA and, if required, Knight Frank. SSAA will notify the Recipient that their certification has been restored. Temporary suspension will not result in an extension of the original certification.

**3) Application Fees**

- a) Fees are levied in 3 invoices:
  - i) 1st: A non-refundable application fee of \$2,000HKD.
  - ii) 2nd: An invoice for 50% of the total payment minus the application fee. The total payment is calculated on whether or not the application is made with, or without, AP-approved documents, the GFA of the site under application and the level of certification sought (i.e. Gold/Silver/Bronze).
  - iii) Companies may request to combine the first two invoices for faster processing and to reduce paperwork processing.
  - iv) 3rd: The second 50% of the total payment and final payment.
- b) Invoices will be levied by Knight Frank Petty Ltd. and paid to Knight Frank.
- c) Invoices must be paid in each stage of the process to move to the next stage.**
- d) Fees paid are non-refundable. If a company decides to withdraw their application, the monies paid will not be refunded.

**4) Application Pass/Fail**

- a) SSAA and Knight Frank have the full rights to decide on the pass/fail of any application.
- b) Applicants applying either with their own documents or without (requiring an inspection from Knight Frank) are not guaranteed of a successful application.
- c) Applicants who do not pass will not receive certification. They will receive a report that details the material issues to be remedied. Once the premises pass inspection, then the final invoice will be issued and certification will be issued once the final invoice is paid.
- d) Applicants who pass will receive their final invoice. Once that invoice is paid, then certification will be issued. The certification will not be issued until all payments have been completed.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

DATE: \_\_\_\_\_