



Training Day - Legal

Thursday, 12 September 2019
Cophthorne Hotel, Birmingham



Agenda

10:00	Delegate Registration & Refreshments	Refreshments Area
10:30	Welcome <ul style="list-style-type: none"> • Introduction & Housekeeping • Aims and objectives 	<i>Lindsey Hemingway</i>
10:45	Understanding of the law of self storage : <ul style="list-style-type: none"> • What is the legal basis of self storage? • How do the Standard Agreements work? • How keeping keys changes everything • Using the standard agreement • Key features of the key-holding addendum • Delivery rooms and associated standard agreement 	
11:45	Morning Refreshments	Refreshments Area
12:00	The self-storage relationship <ul style="list-style-type: none"> • Formation of the contract • Key terms and terms incorporated by reference • Maintaining the customer relationship 	
13:00	Lunch and Networking	Restaurant
14:00	Managing day to day practices and problems, including <ul style="list-style-type: none"> • Sign-up • Overdue fees • Overlocking and notification • Selling-up • Accessing the Storer's Space • When things go wrong with the Space • Death, Bankruptcy and Termination • Impact of GDPR on enquiries and marketing 	
15:00	Afternoon Refreshments	Refreshments Area
15:15	Group work and Questions	
16:00	Summary & Final Remarks	
16:15	Close	