

Recurring Payment (FuturePay) Agreement

FuturePay) is an online arrangement similar to Standing Orders and Direct Debits, but funds are debited from your debit or credit card.

Recurring Payment (FuturePay) agreements may be set up to obtain payment on a repeat or regular basis for ongoing subscriptions and memberships, or payment by instalment for the products / services the provider sells.

Initial Set-Up

We will email you via Futurepay the amounts and frequency to be paid as per your storage contract. All the instructions are included within the email. Once you have completed all the required information, including your card details, you will be sent an email confirming your Futurepay Agreement ID (this email will also contain your username and password for your Shopper Management System – which allows you to control your payment information).

For more information, please refer to [Log in to the Shopper Management System](#).

Making Payments

Once your agreement has been set up, payments will automatically collected as per your storage contract.

Each time a payment is debited from your card or bank account as part of your agreement, a transaction confirmation email is generated by our system and sent to the email address we have on record for you entered when your agreement was created.

If your card expires or if a payment is not authorised, we will send you an email to you to inform you of the steps you need to take within our Shopper Management System to resolve the issue. If payment is not authorised Futurepay will not attempt any further payments for that payment period (Month), you will need to contact the office to arrange an alternative method of payment.

Cancellation and Refund Policy

As per our Storage Terms & Conditions we required 24 hours notice to remove your caravan from our storage compound. Once we have been given notice we will automatically cancel your Futurepay Agreement so no further payment will be taken.

Please note that no refund of storage fees will be made in the event of early departure. For more information please refer to our Storage Terms & Conditions.

Agreement Type

We offer the following type of Recurring Payment (FuturePay) agreement:

Regular agreements: this type of agreement is used to pay set or variable amounts at regular, fixed intervals over a specific time. This is typically used, for example, to pay for a monthly subscription.