

## **Parcel SafePlace – Terms of Service**



**Last updated: 24 November 2025**

These Terms explain how you can use Parcel SafePlace (“PSP”) and what your responsibilities are. By using PSP’s services or app, you agree to these Terms.

If you do not agree, please do not use the services and let your property staff know that you want to make other arrangements for parcel deliveries.

### **1. Who We Are**

We provide parcel room services to buildings. These services help store and manage parcels securely until residents can collect them.

We work in partnership with the property managers of the building you live in, who enable these services for residents.

### **2. Your Responsibilities**

#### **Parcel Collection & Storage**

- When a parcel is delivered to your building’s parcel room, it’s your responsibility to collect it promptly.
- Property staff may charge fees for storage or set time limits on how long parcels are kept. If you miss the collection window, the parcel may be returned to the sender. You may have to pay return delivery costs.

#### **Parcel Room Conduct**

To keep things working properly for everyone, you must:

- Only take your own parcel.
- Not open, damage, or interfere with other people’s parcels.
- Not let others in using your access code.
- Not tamper with or damage the access screen or hardware.
- Speak to property staff if you cannot safely access your parcel without disturbing others.

### **3. Loss or Damage to Parcels**

Parcels stored in your building’s parcel room are held at your own risk. PSP does not accept liability for:

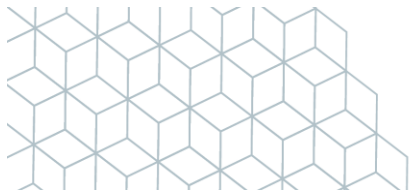
- Damage caused by other users or delivery companies
- Theft or loss of parcels
- Fire, flooding, or other building-related events

If your parcel is missing or damaged, contact property staff first.

We strongly recommend that you insure valuable items, as we do not offer compensation.

We are not responsible for:

- What you order or where you order it from.



- Delivery issues with sellers or couriers.
- Items returned to sender due to non-collection.

Our total liability to you, if any, is limited to €50.00

#### **4. Eligibility and Use**

- You must be at least 18 years old to use our services.
- PSP services are provided on behalf of your property staff– they manage registration and can cancel your access if needed.

#### **5. Notifications**

Your property staff choose how you'll be notified when parcels arrive (e.g. email, text, app). Standard charges (like SMS fees) may apply. If your contact details change, you must inform property staff.

#### **6. What We Collect and Share**

On behalf of your accommodation provider (who act as data controller) we may:

- Record video or take photos in the parcel room
- Capture your signature or images of parcels during drop-off or collection

We use this information to help provide and improve the service. These recordings may be shared with your property staff. Our Privacy Policy explains more.

#### **7. Intellectual Property**

The PSP app, content, and branding are protected by intellectual property laws. You may not copy, modify, or distribute anything from our platform without permission.

#### **8. Feedback**

We welcome suggestions. If you send us feedback, you agree we can use it freely provided it is anonymous or as otherwise detail in our Privacy Policy

#### **9. Behaviour That's Not Allowed**

You must not:

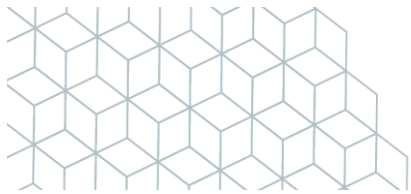
- Damage or misuse parcel room equipment
- Interfere with other users or their parcels
- Use our services to post illegal, offensive, or harmful material
- Use bots or other tools to access or copy content
- Break any laws while using the services

We may remove access or contact authorities if you misuse the service.

#### **10. Third-Party Links**

We are not responsible for third-party websites or services you may access via PSP. Use them at your own risk.

#### **11. Legal Stuff**



These Terms are governed by the laws of England. If there is a dispute, it will be handled by the English courts provided that, you will benefit from any mandatory provisions of the law of the country in which you are resident and nothing in these Terms affects your rights as a consumer to rely on such mandatory provisions of local law.

You cannot transfer your rights under these Terms to someone else. We can transfer ours.

## **12. Need Help?**

If a lock or code is not working properly, please inform property staff, or contact PSP by emailing [support@parcelsafeplace.com](mailto:support@parcelsafeplace.com). We will use our best efforts to maintain working order of the parcel room and to fix any malfunctions within twenty-four (24) business hours (being Monday - Friday, 9am – 6pm) of notification, or within 48 business hours of notification if a service trip is required.

Contact us if you have questions, want to give feedback, or need these Terms in another format (e.g. large print or braille):

**Email:** [support@parcelsafeplace.com](mailto:support@parcelsafeplace.com)

**Phone:** 020 3823 6942