

Digital Accessibility Statement for Golden State Storage

Golden State Storage is Committed to Accessibility

Golden State Storage is committed to ensuring accessibility for people with disabilities, including through our website and digital technologies. We recognize and support the Americans with Disabilities Act, 12 U.S.C. §12101 et seq. (ADA), and the various state laws that support accessibility. We understand our obligation to provide “effective communication” under the ADA with our customers and that this obligation includes our company and our web site.

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. WCAG defines three levels (A, AA, and AAA) of accessibility. StorageCo is committed to becoming conformant with WCAG 2.0 level AA—the most commonly used standard by governments worldwide for achieving website accessibility— in all areas of our web site but not all areas of our website may be fully remediated today. If you encounter any barriers as we transition towards making our web content accessible, please use the resources in “Access to Goods and Services” below.

Existing Web Content

We have reviewed our existing site and identified areas for improvement using common assistive technologies (e.g. JAWS, NVDA, etc.) on popular operating systems (e.g. Windows 10, MacOS 10.14, etc). We have begun with our most important web pages and expect to complete this effort by the end of 2020.

New Web Content

Golden State Storage will ensure that all new and future web content fully meets WCAG 2.0 level AA. To this end, we will ensure that all designers and developers are properly trained in accessibility and that all content is thoroughly tested. In addition, we will require WCAG 2.0 level AA conformance in all contracts with third-party content providers.

Access to Goods and Services

All of the goods and services available through our website are also available by contacting us at

- Phone: 805-388-5858
- E-mail: info@goldenstatestorage.com

We are available by phone between the hours of 9 AM and 5 PM. Should you encounter any barriers in our website—or need assistance for any other reason—please do not hesitate contacting us.

We also try to reply to all email requests within 2-3 business days. If your request is urgent, we suggest contacting us by phone instead. If you have a hearing impairment, our customer service representatives will be happy to receive a relay call at the phone number above.

Feedback

We welcome your feedback! Your feedback helps us improve our services and makes our site better for everyone. Please reach out to us at:

- Phone: 805-388-5858
- E-mail: info@goldenstatestorage.com
- Postal address: 400 West Ventura Blvd, Suite 100 Camarillo, CA 93010

If possible, please try to be as specific as possible by including

- URL of the page with barrier,
- Description of what you were trying to accomplish and the barrier(s) you encountered,
- Date when you encountered the barrier, and
- Operating system and assistive technologies (if any).

We try to respond to feedback within 2 business days.

Limitations

We cannot guarantee that popular social media channels used by Golden State Storage are accessible. We do not post coupons, discount codes, or other benefits exclusively through social media channels.

While we make our best efforts to ensure that third-party content made available through our website is accessible, we cannot guarantee that such content will be accessible.

This statement was created on 20 April 2020