

CITY OF POCATELLO – OUTDOOR REC – RENTAL POLICIES

Prices, equipment availability, and rental policies are all subject to change without notice.

GENERAL POLICIES

- Photo ID is required at the time of pick-up.
- Individuals named on the Rental Agreement are required to submit credit card information as a deposit at the time of reservation and/or rental.
- Payment in full for all rentals is due at the time of reservation.
- We reserve the right to refuse service or equipment to anyone.

CANCELLATION POLICY

- Cancellations made five (5) days or more of pick-up date: customers will receive a 80% refund (\$20.00 minimum charge)
- Cancellations within four (4) to one (1) day(s) or less of pick-up date will receive a 25% refund or a 50% Rental Center voucher (good for one year).
- Cancellations within 24 hours or less of scheduled pick-up will not receive any refund.
- There are no refunds for illness, weather, early returns or non-usage.
- The individual named on the Rental Agreement must be present at the time of pick-up or item(s) will not be released.

DISCOUNTS

There may be a bulk pricing discount available. Ask Outdoor Recreation Staff for special terms or pricing at rent@pocatello.us with “rental equipment pricing” in the subject.

CHECK-OUT PROCEDURES

Before leaving the City of Pocatello Parks and Recreation Rental Center, you are responsible for inspecting all equipment carefully and to bring any missing or damaged equipment to a staff member's attention. Make sure any discrepancies are noted on the Rental Agreement. Failure to note any discrepancies may result in a fee for damaged or missing equipment. If needed, please ask a staff member for assistance with inspection and/or instructions on how to properly set-up the equipment.

WATERCRAFT

It generally takes 30-45 minutes to check out watercraft. Please consider this time requirement as you make your reservation. Deviation from this time may result in delays as equipment may not yet be prepared.

CHECK-IN PROCEDURES

Equipment must be returned within 1-hour of the time and date listed on your Rental Agreement and at least 1-hour prior to closing. Returns later than 1-hour of the listed time shall incur a late fee. You will be charged for equipment that is dirty, damaged, or missing, up to and including the cost to replace such equipment at the current equipment costs, regardless of the age of the equipment. Equipment must be cleaned prior to return. Please clean and dry boats at the ramp to avoid damage during transport. Equipment left unattended (during closed hours) at the Parks and Recreation Rental Center will be charged a \$100.00 fee regardless of the reason. Should the equipment be lost or stolen while left unattended, the renter will be responsible for all replacement costs at the following rates:

- Hard goods, such as rafts, kayaks, oars, frames, coolers, boxes, etc., shall be replaced at 100% of our replacement cost plus a 5% restocking fee if the equipment is 5 years old or less. If the equipment is more than 5 years old the equipment will be replaced at a rate of 70% of our replacement cost plus a 5% restocking fee.
- Soft goods, such as wet suits, splash jackets, dry bags, ropes, etc., shall be replaced at 100% of our replacement cost plus a 5% restocking fee if the equipment is 3 years old or less. If the equipment is more than 3 years old the equipment will be replaced at a rate of 50% of our replacement cost plus a 5% restocking fee.

Equipment Damage: Rental Fees do not cover any portion of damages to equipment. Any damaged equipment interfering with the rental or reservation of another will be charged the entire cost of the other rental in addition to all equipment repair and/or replacement costs.

- I agree to pay for the repair of the rented equipment at the rate of \$50/hour, plus materials.

LATE FEES

Late fees are assessed at 150% the daily rate for each day the equipment is not returned- including holidays and closed dates. This is strictly enforced as it jeopardizes another person's trip. Any late equipment affecting another person's rental will be charged the entire cost of the other rental.

CLEANING FEE

There will be a cleaning fee charged of \$30/hour for boats that require a cleaning upon return of the rental. There is no option for you to clean your boat at our facility. This means it must be done before the rental is returned. Tips for cleaning include washing the dirt out at the boat ramp and removing the garbage. After all the mud, dirt, grass, and other non-boat materials are removed you should allow it to dry for a little while. We understand that all boat ramps are not ideal for leaving with a clean boat. You need to schedule time to clean the boat at home before bringing it in here, if that is the case.

In the case of our "groovers", or human waste management systems, the rate of cleaning those is different. If you bring us a groover that we need to clean, you will be charged at the rate of \$100/hour with a minimum of 1 hour. If you require instruction on how to clean the "groover", ask first not later, we would be HAPPY to give you instruction on how to clean your waste from our canister.