

# FMWR Columbus Outdoor Recreation Rental Center Policies

**ELIGIBILITY:** Authorized users are outlined in the AR 215-1; 7-1, and include all active and retired members of the military, federal civilian employees & retirees, spouses and dependents, in good standing\*. Proper identification will be required; all patrons must have independent access to the DSCC Installation. Minors under the age of 18 years are not eligible to reserve equipment, sign rental agreements, check in or out rental equipment, nor sign up for or attend trips without a guardian.

\*"In good standing" is defined as a patron with no outstanding charges, late fees, damage/replacement fees, cancellation fees, unreturned items or other outstanding fees owed to the FMWR Columbus Outdoor Recreation (ODR) Program.

**RESERVATIONS:** First-time customers must be present to secure reservation and verify eligibility. All customers must verify eligibility annually. Only credit card payments will be accepted to reserve equipment. Deposit payments are required up front to secure reservations; deposit amount is based off reservation total.

## **RENTAL PERIOD & PICK-UP:**

**On-site rental:** Item(s) cannot leave the installation for the duration of the rental. Must be returned the same day as pick-up, prior to scheduled ODR closure.

**Daily:** Same day pick-up/return, or return by 12:30pm the following business day (Monday - Thursday pick-ups only).

**Weekend:** Friday after 8:00am - Monday before 12:30pm.

**Holiday Weekend:** Pick-up day immediately before long weekend, return by 12:30pm day immediately following long weekend. Applies to all federal holidays that fall on a Monday or Friday.

**Weekly:** Item(s) may be kept for one calendar week/7 days (ex: pick-up Friday, drop-off Thursday).

All equipment will be returned by 12:30p.m. on the due date. Times are subject to change. All customers with pre-existing reservations will be notified of such changes.

**DELIVERIES:** Patrons have the option to purchase delivery and pick-up service for \$30. This applies to on-base events only. Pick-up and delivery must occur on the same day during normal ODR business hours, Monday - Friday only.

**RENTAL CANCELLATIONS:** Rental fee deposit will be refunded only if reservation is cancelled more than three full business days before the scheduled pick-up date. Deposit is non-refundable if reservation is cancelled less than three full business days prior to scheduled pick-up date. Refunds will not be given due to bad weather. ODR's preferred method of credit card payments will be refunded immediately to the card that issued the payment. Cash/check payments will be processed within 7 to 30 business days. Please make sure current contact information is on file.

**DAMAGES:** All equipment will be examined by both a staff member and the renter to annotate equipment status prior to rental. All items must be returned in original condition and suitable for immediate re-rental. A repair or replacement fee will be assessed to patron for replacement items and/or labor cost to repair/replace and maintain damaged, lost, dirty, soiled and wet items. A \$50 cleaning fee will be assessed for all items returned wet, soiled or dirty. \$150 deposit will not be refunded if travel trailer comes back damaged or tanks are not fully dumped prior to return. Damage fees must be paid within two paydays of rental return. After two paydays, fees will be considered outstanding and ALL Outdoor Recreation privileges will be suspended until outstanding fees are paid. Please take care of our equipment as you would your own property.

**LATE FEES:** Equipment must be returned on or before the indicated time on the rental contract. Equipment returned late will be charged the "One night" rate of the equipment for every day that it is late. Customer must notify ODR Rental Center if any or all items will be returned past the due date/time. Late fees must be paid within two paydays of rental return. After two paydays, fees will be considered outstanding and ALL Outdoor Recreation privileges will be suspended until outstanding fees are paid.

**PATRON RESPONSIBILITY/LIABILITY:** Renter is responsible for loading and unloading rental equipment on and off POV. Renter is responsible for hook-up and tie-down and ensuring that items are properly secured. ODR Rental Center does not provide tie-down straps, bungee cords, etc.. Renter must provide own towing equipment and have proper tow ball size (two inches), hook-up and electric break box installed, if applicable. Renters are required to open pop-up campers for inspection upon return. It is the renter's responsibility to know how to properly use and operate the equipment or obtain necessary instruction. Renter assumes full responsibility for equipment and is held liable for personal injury or death and property loss or damage. Equipment may not leave ODR Rental Center if any or all parts of the required hook-up components are inoperable at no cost to the government; non-compliance may result in loss of rental fee. Negligent use or misuse of program privilege and/or personally profiting from the use of MWR merchandise and services constitutes a violation that may result in loss of MWR privileges, in accordance with AR 215-1, Chapter 7-4(3).

**RENTAL ITEMS ARE SUBJECT TO AVAILABILITY:** Rental items reserved that become unavailable due to late or damaged returns will be substituted for similar/like items of equal value, which are available due to no fault of activity. If no substitutions are available, a deposit refund will be issued.

MANDATORY CAMPER/BOAT CLASSES: Anyone renting a camper or boat must attend a 45 minute training session, which provides instructional and safety information.

I acknowledge that FMWR Columbus will fully refund my deposit if I cancel my reservation at least 3 days prior to the scheduled pickup date. If I do not cancel my reservation at least 3 days prior to the scheduled pickup date, I understand that my deposit will not be refunded. I also understand that refunds will not be given because of inclement weather, and I will not receive a refund for an early return. FMWR Columbus' preferred method of credit card payments will be refunded immediately within 7 to 30 business days. I understand that failure to receive items due to my "no show" does not constitute justification for a refund and FMWR Columbus will retain my deposit.

I will not misuse or abuse the equipment. FMWR Columbus provides no warranties, expressed or implied, and this equipment is accepted "AS IS." I accept full responsibility for the care of the equipment and all the accessories to said equipment issued to me. I agree to replace at full retail value, minus depreciation, any equipment rented under this agreement but not returned to FMWR Columbus or irreparably damaged and, upon FMWR Columbus' request, agree to pay for damages incurred to said equipment and accessories, excessive of normal use and depreciation, as assessed by FMWR Columbus. Charges made on damaged equipment are at the sole discretion of the FMWR Columbus and by paying these fees I understand I am not purchasing the damaged item. Failure to pay any damages to equipment as assessed by FMWR Columbus will result in suspension of MWR privileges, including equipment rental, and may result in attempts to collect the assessed damages.

I agree that it is my responsibility to know how to properly use and operate the equipment or obtain necessary instruction. I understand there are inherent and other risks involved in the activities for which this equipment is to be used. I freely and voluntarily assume those risks, including the risk of serious injury or death. To the fullest extent allowed by law, I agree to release, hold harmless, and indemnify the Defense Supply Center Columbus, Defense Logistics Agency (DLA) Family & Morale, Welfare and Recreation (FMWR) Columbus, Defense Logistics Agency (DLA), their components, commands, field activities, agents, officers, or employees, for any and all liability for injuries and damages to the user of this equipment or to other persons or property resulting from the use of this equipment.

I have read, understand and agree to the Outdoor Recreation Policies.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_