

## Joint Base Elmendorf-Richardson Outdoor Recreation Equipment Rental Policies

1. I understand and accept the rental equipment as-is, clean, complete, in good working condition and free of any damage, other than what is so noted on the agreement, and agree to return the rental equipment in the same clean, complete, working condition, free from damage. X [redacted] (Initial)
3. I understand that upon return of the equipment, any equipment found to be unclean will be assessed a cleaning fee equal to 1 day rental. X [redacted] (Initial)
4. I understand that if any damage occurs to the equipment while rented, I will be subject to the following Air Force Instructions (AFIs) through information provided upon return of equipment and further investigation (if needed) to determine type/cost of damage and how customer's actions are defined by **AFMAN 34-202**. X [redacted]
4. I understand that loading/unloading of equipment and rental items is the responsibility of the renter. X [redacted]
5. I understand that I will be charged the daily rental fee listed for each night that I have the equipment checked out, starting on the checkout date. No reservation will be picked up early without payment for that night and renters must return the equipment on the final day of the reservation in order to accommodate time for the next reservation. This includes days the Outdoor Recreation Center is closed due to Federal holidays or normal hours of operation. A **late fee**, equal to the daily rental fee, will be charged along with the normal daily fee for each day the item is late. X [redacted]
6. I understand that all reserved items must be picked up during opening hours posted and returned no later than two hours before close of business for proper check out/in procedures. X [redacted]
7. You cannot cancel partial dates of your current reservation. Any changes will be considered a full cancellation of the reservation. See policy number 10 for cancellations. X [redacted] (Signature)
8. All reservations are paid in full at the time of reserving all ODR equipment. X [redacted]
9. There will be NO refunds for early returns of all reserved items. X [redacted]
10. I understand that full cancellations of an existing reservation must be made outside 7 calendar days PRIOR to the first day of the reservation to receive a full refund. Cancellations made within the 7 to 3 calendar days PRIOR to the 1st date of reservation will receive a 75% refund. Cancellations made within 48 hours, two (2) days, or less to the 1st date of reservation will receive a 50% refund. The customer who are trying to change their reservation will be given a refund based on the above statement in policy number 9 and be required to wait 48 hours (2 days) to be allowed to reserve the same or like items based on availability after the 48 hour wait period. The ONLY exception to the cancellation policy is emergency military duty with a written note from the Commander or a written doctor's note. X [redacted]
11. All other refunds are at the discretion of the Supervisory Recreation Specialist. Refund reviews can take 5-7 weekdays to be processed. X [redacted]
12. I understand that it is **required** for all customers renting a trailer to bring their tow vehicle to ODR-R (bldg. 794) one week prior to the reservation pick up date for inspection and fitting. I must demonstrate and I'm required to have knowledge of hitching/unhitching item. Failure to adhere to this policy may result in unsafe towing conditions and/or the inability to properly hook up the travel trailer and as such ODR holds the right not to **NOT** release the item until the vehicle is properly prepared. I assume full responsibility for the hookup, to include the tow hitch, ball and electrical wiring. **NO** refunds will be available if I fail to follow the instructions in this paragraph. X [redacted]

I have read and understand the above policies X [redacted] (Signature)