

EQUIPMENT RENTAL AND LOAN POLICIES

PRIVACY ACT STATEMENT

AUTHORITY: 10 USC 8013, Secretary of the Air Force: Power and Duties; delegation by, and E.O. 9397. Positive Identification and location of Individual(s). **ROUTINE USES:** Identification and location of individual(s) for purpose of administering and enforcing agreement/rental of equipment. Information furnished may be disclosed to and DOD component or part thereof, and, upon request, to other Federal, state, and local government agencies in the pursuit of their official duties. It may also be used for lawful purposes including law enforcement/litigation.

DISCLOSURE: is mandatory. Failure to provide information would result in non-rental of equipment.

PATRON ELIGIBILITY/RESERVATIONS

Use of equipment is on a first come first serve basis per AFI 34-101. Exceptions to that rule are listed below. Please refer to AFI 34-262 Services Programs and Use Eligibility.

1. All Proper ID holders may make reservations not to exceed 30 days in advance of the date of check-out. All reservations are on a first come, first served basis.
2. Customers may not use loan or rental equipment for personal financial gain or allow individuals who are not allowed to use items.

SPONSOR/PARENTAL AUTHORIZATIONS

1. Family members under the age of 18 must have their sponsor's permission to check out equipment.

CHECK-OUT PROCEDURES

Outdoor Recreation personnel are responsible for checking out equipment. The following procedures will be used to checkout equipment:

1. Customers are responsible for inspecting the equipment to ensure good condition of equipment items. The customer agrees to return the equipment items in the condition in which it was received. This includes cleaning equipment to avoid a cleaning fee.
2. Customers should inform staff members of any discrepancies at the time of checkout. The equipment may be exchanged or the discrepancy will be noted on rental form.
3. Staff members must obtain accurate customer information on the rental form. This includes name, address, phone number, and DoD ID Number. Failure to fully complete this information will result in cancellation of transaction. Staff members may check customers' ID card to ensure that customer is eligible to use Services facilities.
4. The customer that signs for the equipment is responsible for the equipment rented or loaned. Late fees will be charged to the customer checking the equipment in.
5. Once equipment is loaded in or attached to a customer's vehicle, all damage is the responsibility of the customer. Any/all fees will be passed on to the customer.
6. Customers are responsible for loading, transporting and unloading all rental or loan equipment.
7. All equipment must be picked up by 1630 (4:30 pm).

CHECK-IN PROCEDURES

1. Customers must check-in with the front counter before unloading any rental or loan equipment.
2. Customers must return all equipment in same condition as rented. Equipment will be inspected by an Outdoor Rec employee upon return. All equipment must be cleaned, aired, and dried prior to return. (Exception for airing and drying water slides)
3. A cleaning charge of up to \$100.00 will be charged on most items returned dirty, wet, or not in the same condition as received.
4. No equipment is accepted for return after 1630 (4:30 pm). Customers will be instructed to return the next business day to return and pay an additional day late fee.
5. Equipment shall be turned in ONLY during business hours. Equipment returned outside of business hours will be assessed additional fees.

RENTAL POLICIES

1. 48 Hour cancellation policy. In order to receive a REFUND on reservation equipment, WE REQUIRE 48 HOUR NOTICE. ONLY EXCEPTION: Unexpected Military Duty – MUST Provide documentation signed by supervisor. ALL Refunds must be done in person within 5 Business Days.
2. Weekday rentals are for 24 hours.
3. All rentals must returned no later than 1500 (3:00 pm) on return day.
4. Rentals returned late are subject to additional fees.
5. Customer is responsible for checking weather forecasts. Refunds WILL NOT be given due to weather.
6. Towables, campers, and bounce houses require additional documents.
7. Campers and watercraft require reservation 72 hours prior to pick-up.
8. When customer issues payment for reservation deposit, they are acknowledging they have read, understand and will adhere to all ODR rental policies. Policies are available online at www.rockinatherock.com/odrpolicy.