

# LakeTime Watersports

## Rental Policies, Requirements, and FAQ

### Jet Ski Rental Requirements

- All operators must be at least 18 years old with a valid driver's license.
- All operators must provide driver's license at check in.
- All operators or passengers are required to sign a liability waiver.
  - All passengers under 18 must have the signature of a parent or guardian on the waiver.
- A major credit card is required to book. We cannot accept a debit card. As we will need to pre authorize for a \$500 Damage Deposit. This pre authorization will be cancelled after the ski is returned in non-damaged condition. In the event there are damages we will go over the cost of damages with renter.
- All operators and passengers must complete, understand, and sign the rental agreement and waiver.
  - All passengers under 18 must have the signature of a parent or guardian on the rental agreement.
- Multi-day renters must have proper mooring for the PWC. We will deliver the Jet Ski's, inspect the dock and make sure you understand how to secure the Jet Ski overnight to avoid damage. At the end of the rental we will set up a time for you to return the Jet Ski's to us at the nearest dock. Afterwards we're more than happy to transport you back to your residence.

### Jet Ski Rental Policies

- Rentals include life jackets for all operators and passengers. These life jackets must be worn at ALL times.
- Renters are responsible for any and all damage that occur during the rental.
- We will review the current condition of the Jet Skis with you to note any existing damage so there will be no confusion upon return.
- If renters damage the Jet Ski beyond usable condition, they will be charged \$400 for every day the Jet Ski is inoperable plus the cost of the damage to the Jet Ski. If Jet Ski has to be taken to service center for repair during a multi day rental. No refund will be given for the days it's out of use.
- The rental rate does not include fuel costs. The Jet Skis will be dropped off with a full tank of gas. If not returned with a full tank, final rental price will reflect additional fuel charge. We use Non Ethanol fuel only, which is not in expensive like regular gas.
- Late returns are subject to charges of \$100 for every 60 minutes late. Or a pro rated rate for less. \$50 for 30 minutes or \$25 for 15 minutes. As we operate on a schedule and tardiness will result in loss of time for the next renter.
- The renter must not operate the equipment in dangerous conditions (weather, etc.). Nor under the influence of alcohol.

## Booking and Cancellation Policies for Jet Skis

- Changes to reservation times or dates must be made 14 days prior to your scheduled rental date. You must contact us at 864.482.2378 to make reservation changes.
- Cancellations made 14 days or more ahead of scheduled rental date receive a refund less a 10% handling fee.
- Cancellations made 7- 14 days before the rental date will receive a 50% refund (the other 50% will be refunded only if we fill your scheduled rental time).
- Cancellations made less than 7 days before the rental date will not be refunded (unless we fill your scheduled rental time).
- In the case of dangerous weather such as, tornado warnings, heavy rain lasting more than 45 minutes, or lightning on the day of your rental, credits toward a future rental or a refund may be issued. LakeTime Watersports LLC is the only party that can determine if credits or a refund is appropriate. Any cancellations or rescheduling must be based on actual weather conditions at your arrival time and cannot be determined based on preliminary forecasts.
- Rescheduling due to dangerous weather is subject to our equipment availability (we will do our best to accommodate you, but we are not able to cancel other reservations to free up equipment to rent).

## Frequently Asked Questions

1. Where are you located?

We operate out of Keowee Marina For our Half Day and Full Day Rentals. We also offer delivery directly to the dock of your residence on the lake, for Multi Day Rental customers.

2. What happens if it rains?

Weather around the lake in the summertime is very unpredictable. It can be pouring rain one minute and sunny the next. It is unlikely that bad weather lasts all day. That said, there are some instances where dangerous weather can be present. If this is the case, we will gladly reschedule your rental or issue a refund.

3. What is a Sunset Rental?

It is a two-hour time slot (our shortest available) that gives our customers an opportunity to enjoy the lake at one of its most beautiful times. The slot runs from 6:15 PM to 8:15 PM. This is great for those who do not want to rent for a full or half day or who want to be on the lake when there is less boat traffic.

4. Can I pull a skier, tube, wakeboard, etc. behind the Jet Ski?

Unfortunately, our insurance does not cover watersports, so we do not allow anyone to be towed by the Jet Skis during the rental. As well as being a very easy way to render a ski inoperable during your rental. The towrope often times will get sucked up into the Jet Ski. Resulting in us having to get to you and tow the ski in for repair. Please realize this will result in a \$300 fee in addition to the cost of the removal.

5. I want to cancel my reservation. Will there be a fee?

Please see our cancellation policy on page 2 of this document.

6. How do I book?

The easiest way to book is through our website under the "Book Now" tab. We can also get you booked over the phone by calling 864.482.2378

7. What do I need to bring? Do you provide life jackets?

We recommend bringing a bathing suit, sunscreen, lots of water, and a snack or lunch depending on how long you are renting for. We will provide you with life jackets, however, if you prefer your own, feel free to bring them.

8. Is there a place on the Jet Skis where I can keep my phone and other items dry?

There is a watertight compartment on the Jet Ski to keep clothes and valuables dry.

9. I am not familiar with the lake; can you show me points of interest?

At drop off, we will be happy to show you points of interest such as waterfalls, restaurants, and marinas – don't be afraid to ask!

