

Policies & Procedures

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

GENERAL POLICIES

- Photo ID and/or Current Driver's license is required at the time of pick-up.
- You must be 18 yrs. old or older to rent or have parent's authorization.
- Individuals named on the contract are required to submit credit card information at the time of reservation and/or rental.
- Payment in full for all rentals is due at the time of reservation.
- Sky Lakes Wilderness Rentals LLC reserves the right to refuse to any individual(s).

ADVENTURE TOUR CANCELLATION POLICY

Cancellations made ten (10) days or more prior to customer reservation: customers will receive an 85% refund **or** Sky Lakes Wilderness Adventures LLC 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 non-usage. Weather related cancellations are made by Sky Lakes Wilderness Adventures on the day before **or** day of your Adventure Tour.

CHECK – OUT / CHECK – IN PROCEDURES

Individual named on the contract must be present at the time of pick-up or item(s) will not be released.

When returning rentals to Sky Lakes Wilderness Adventures LLC, 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 prior to departure.

Equipment must be returned within 1-hour of the time and date listed on your contract. Returns later than 1 hour of the listed time may incur a late fee. A cleaning fee of \$5.00 per boat will be collected if they are not returned in the same condition they left. 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 left unattended (during closed hours) at Sky Lakes Wilderness Adventures LLC will be charged a \$25.00 fee regardless of the reason unless arrangements are made before hand with a staff member. Should the equipment be lost or stolen while left unattended, the renter will be responsible for all replacement costs at full retail prices. Please do not leave equipment unattended.

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.

LATE FEES

Late fees are assessed \$15.00 per hour or \$20.00 per hour if returned after normal closing if equipment is not returned per contracted time. This is strictly enforced as it jeopardizes another person's trip.

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