

WHATCOM JET-SKI RENTAL(S), LLC

Secure Jet-Ski Deposit Policy

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Purpose

At *Whatcom Jet-Ski Rentals, LLC*, our Deposit Policy is designed to secure rental reservations while promoting fairness and transparency for all customers. This policy outlines the necessity and procedures for collecting deposits in relation to our jet ski rental service. By establishing a standardized approach to deposits, we aim to ensure fairness for all parties and safeguard both our guests' interests and our company's operations.

The purpose of this policy is to:

- Confirm rental bookings and reduce last-minute cancellations!
- Establish a standardized process for handling rental deposits across all transactions.
- Minimize ambiguity and confusion about deposit amounts, payment methods, and refund conditions.
- Reinforce our commitment to ethical business practices and excellent customer service.
- Communicate clear expectations regarding payment and refund eligibility.
- Protect the company from monetary loss due to no-shows or late cancellations.
- Foster trust by maintaining consistent and transparent deposit practices.

Deposit Requirement

- A refundable security deposit is needed prior to each jet ski rental.
- Deposit Amount: \$500 per jet ski (subject to change based on model or rental duration)
- The deposit amount will be clearly stated at the time of booking and reflected in your reservation summary. Customers are encouraged to review all deposit-related terms carefully prior to confirming their rental.
- Deposits must be paid prior to rental via credit card, debit card, or approved digital payment method.
- Cash deposits are not accepted unless explicitly approved by management.

Deposit Collection and Storage/ Conditions for Refund

- Deposits are securely processed and held in a non-interest-bearing account or via a pre-authorized hold onto the renter's payment method.
- All payment information is managed in compliance with applicable data protection regulations. Upon completion of your rental booking, a confirmation email will outline the deposit details and payment instructions. Our team is available to answer any questions regarding deposit procedures or to provide clarification about applicable terms. Customers may request written confirmation of deposit receipt at any time.
- Deposits will be refunded within three (3) business days after the jet ski is returned, provided that:
- The jet ski is returned on time, undamaged, and clean.

- No violations of safety rules, local laws, or rental agreement terms occurred.
- All accessories (e.g., life jackets, keys) are returned in good condition.

Partial or Full Refund

- The Deposit may be partially or fully withheld under the following circumstances:
- Damage to the jet ski or accessories Late return beyond the agreed rental period
- Violation of safety protocols or reckless operation
- Other scenarios that may result in withholding a portion or all the deposit include any unauthorized use of the jet ski, failure to adhere to operational guidelines, or incidents that require intervention from authorities.
- Any assessed charges will be clearly itemized in the refund summary, which is provided to the renter following return and inspection of the jet ski.
- Loss of equipment or accessories
- Cleaning fees if the jet ski is returned excessively dirty.

Dispute Resolution

- Renters may dispute deposit deductions by sending a written request within seven (7) days of receiving the refund summary.
- If any of these situations arise, the renter will be promptly informed, and supporting documentation or photographs will be provided upon request. The rental company strives for transparency and fairness in all assessments and encourages open communication to resolve any concerns regarding deposit deductions.
- All disputes will be reviewed by management, and decisions will be communicated within ten (10) business days.

Policy Acknowledgment

All renters must sign a Deposit Agreement Form acknowledging this policy before rental begins. By signing, renters agree to all terms outlined here.

Authorized Signature: Alfred Vongs, Owner of Whatcom Jet-Ski Rental(s), LLC

Renter(s) Signature:

Date: