

- **A & J ATV/UTV RENTALS, LLC**

- **DOCUMENT 3: Refund Policy Terms and Release Form:**

- Definitions of terms used in this document:
- **UTV-** Off-Road Side-by-side Vehicle rented from A&J ATV/UTV Rentals
- **OPERATOR-** Renter/Driver of UTV
- **SUBMERGED-** UTV is submerged in water/mud up to seat/bottom
- I agree that I cannot get a refund on my reservation unless I notify A&J ATV/UTV Rentals 2 weeks or further in advance, in which case I will be subject to a \$100 cancellation-fee per day/unit. Any later notice I agree that A & J Rentals has my permission to bill my card on file for the remaining balance.
- I agree that reservations made that fall on a holiday are non-refundable.
- I agree that I have been told there is no refunds due to weather. If weather is bad, I can move my reservation to another day, as long as it is in the same calendar year.
- I agree that if the UTV fails in use (NOTE: MECHANICAL FAILURE NOT CAUSED BY OPERATOR), I am REQUIRED TO CONTACT A&J ATV/UTV Rental **immediately**. Failure to make contact will delay or forfeit any possible refunds. Depending on availability A&J ATV/UTV Rental will replace the UTV and issue a full day's refund for that day the failure occurs. If the UTV is disabled and cannot be replaced due to lack of availability, a refund for the day of failure OR A coupon for a free full day of rent will be issued.
- If I am not satisfied with the performance of the UTV I **DO NOT** get a refund. These are very respected and well-maintained UTV's, so unless a mechanical failure occurs (SEE above), there's no logical reason to be displeased with its performance, and therefore no refund will be issued.
- If I am not satisfied with the overall experience of off-Road trails/activities A&J ATV/UTV Rental is in no way responsible.
- If I get injured during the rental period and must sit out while there is more rental time already paid for, A&J ATV/UTV Rental is not responsible and under no obligation to issue any refunds.

I (renter) _____ FULLY understand and have read the terms outlined above and FULLY agree with no objections stated or implied.

Date _____

A & J ATV/UTV Rental Representative _____

Date _____