

Wilderness Waterways Outfitter

Policies & Procedures

Reservations

- **Wilderness Waterways Outfitter prefers reservations via email or online, Same day reservations will be excepted provided equipment has not been reserved. Business hours are 9am-5pm.**
- **Please arrive 15 minutes before your reservation.**
- **You must be 18 years old or older to rent equipment. Persons under 18 must have Guardian consent.**
- **Personal flotation devices will be provided and must be worn while on the water.**
- **Full payment is due at time of booking and no rental is secure without full payment.**

Cancelations

- **15% cancelation fee is applied on trips canceled 48 hours prior to reservation.**
- **Photo ID and credit card is required to rent equipment.**
- **Person who made reservation must be present at time of rental checkout.**
- **No refunds for early drop offs.**
- **Wilderness Waterways Outfitters reserves the right to cancel or delay reservations without notice due to unforeseen inclement weather conditions that could cause a hazardous and unsafe environment. Cancelations made by us will be entitled to a full refund.**

Late Fees

- **Equipment must be returned before 6pm on the final day of your rental agreement.**
- **A late fee of \$25.00/ hour past 6pm will be applied.**

Care of Equipment

- **Equipment is inspected by Outfitter before and after each rental. To ensure that equipment is in good working condition and safe. This process ensures that the renter is responsible for missing equipment, damages, and cleaning fees.**
- **Customers are responsible for damages beyond normal wear and tear. Damages to Kayaks, canoes and other equipment will be assessed at time of return.**
- **If equipment is not returned, renters credit card will be charged for full replacement cost.**
- **Severe damages rendering the equipment unusable will be charged in full to renter.**

I have read and agree to the terms in this agreement:

Signature: _____

DATE: _____