

USAG-DTA Family and Morale, Welfare and Recreation

Equipment Rental Policies and Guidelines

Recreational Equipment Issue Services



Reservation Policy

Reservation Eligibility

Authorized patrons for MWR are Active Duty, Reservist, National Guardsman and their dependents 18 years of age or older and DoD authorized personnel.

Military/DoD ID cards must be presented at time of reservation and at time of reservation pickup.

All items issued by Family and MWR may be reserved; any items not reserved are available on a first come first served basis. Reservations are accepted in person or over the phone. Trailers and campers must be reserved in person with the towing vehicle present at the time of reservation (see trailer towing requirements).

Reservation Timeline

Reservations can be made up to one (1) year in advance for any item. Items can be reserved for any length of time.

Deposit and Balance Policy

All reservations for equipment require a 50% deposit of the entire rental amount at the time of reservation to hold the item for date(s) requested. Reservations of equipment for items less than \$15 must be paid in full at the time of reservation. Reservations will not be confirmed without payment. Reservations taken over the phone may be paid by credit card.

Remaining balances on reserved items must be paid in full at the time of, or prior to, item pick-up. Persons with unpaid balances will not be permitted to take reserved item.

Cancellation Policy

Cancellations will be accepted for full refunds up to 48 hours prior to reservation pick-up.

Cancellations within 48 hours (two days) of reservation will result in forfeiture of the deposit.

Reservations made over the phone with a Credit Card which are cancelled may be refunded back to the customer over the phone, with verification of the original credit card. Customers who originally paid in cash may receive a cash refund if the total amount is less than \$100.

Please see Family and MWR for further clarification of refunds.

Return Policy

Items must be returned by the return day and time indicated on the Check Out Form. Normal rental length of time is 24 hours from pick-up time. Failure to return items on time will result in an additional daily rate charges and if applicable, fees for any lost revenue will be applied to the late charges. Please see Return Policy and Procedures for details.

The Outdoor Recreation division reserves the right to inspect equipment anytime up to 10 days following a return for damages. If damage is found, rental contact will be notified prior to additional charges to credit card.

Items for Unit Use

“Unit events” are those designated by the DFMWR as official unit functions (i.e. family days, homecomings, deployment briefings, etc.). Unit’s requests for equipment must be in writing, by the unit commander, approved by the DFMWR and will receive a 50% discount off published rental rates for any item regardless of the day of the week.

Equipment is subject to availability and will be reserved on a “first come, first served” basis. The following limits are in place for unit equipment:

- Tables shall be limited to a maximum of 25 unless approval has been obtained from the Recreation Manager (based upon availability).
- Chairs shall be limited to 150 unless approval has been obtained from the Recreation

- Generators will be issued and shall return with full gas tanks. All functions not designated as “unit events” will be charged the standard rental fee regardless of day. All requests for unit use MUST be coordinated through the unit’s commander and DFMWR.

Unit rental POC is required to have a copy of the confirmation e-mail, and a sufficiently sized working party to pick-up/load the equipment. No additions to the equipment requested will be made unless it has been coordinated through the Unit Commander and DFMWR. All unit rentals are responsible for picking up equipment, set-up, take-down and return of equipment.

Upon completion of the event, units will return the equipment to Recreation Equipment Issue. All equipment is required to be inspected for damage and cleanliness upon return. Units are required to provide a sufficiently sized working party at turn-in, in order to lay out equipment for inspection, and re-fold/re-pack after the equipment is inspected. Any missing/damaged/dirty equipment will be charged to the units account.

Any equipment issued in support of unit homecomings will be free of charge regardless of the unit size or day of the week. Units returning from training exercises. Homecoming requests should be routed through the appropriate commander to the DFMWR for verification and approval.

Distance

DTA-MWR Outdoor Recreation will allow customers to take towable items a maximum of 200 miles. Customers wishing to take items farther than 200 miles will be required to sign a waiver acknowledging the customer will assume all expenses incurred to return the item should the item have malfunctions. DTA-MWR will not reimburse customers who have items outside the 200 mile limit for towing, repairs, or other costs associated with damages that are not the direct responsibility of DTA-MWR Outdoor Recreation.

Payment Methods

Cash, personal checks, credit cards (Visa, MasterCard, Discover) & debit cards

Check-Out Policies

Waiver of Liability

Renter is responsible for loading and unloading rental equipment on and off POV. Renter is responsible for hook-up and tie-down of equipment. Family and MWR does not provide tie-down straps. Renter must provide own towing equipment and have proper tow ball size, hook-up and electric break box installed if applicable. Renter assumes full responsibility for equipment and is held liable for personal injury or death and property loss or damage. Equipment may not leave the checkout center if any or all parts of the required hook-up components are inoperable at no cost to the government. Non-compliance may result in loss of rental fee. Misuse of program privilege and/or personally profiting from the use of MWR merchandise and services constitutes a violation that may result in loss of MWR privileges, in accordance with AR 215-1, Chapter 7-4(3).

Equipment Check-Out Times

Equipment checkouts will be completed during normal posted business hours only. Please allow at least 30 minutes for general equipment checkouts and one (1) hour for all camper rental checkouts. Please note; campers must begin their check out a minimum of 1 hr. before closing. Camper check-outs will not begin with less than one hour remaining prior to the facility’s scheduled closing time.

Damages

Family and MWR staff will inspect all outgoing items in conjunction with the renting party for damages and areas of concern with each item.

It is the responsibility of the renting party to ensure notation of any damages to equipment prior to taking possession. The fee for restoration and/or replacement of damaged items is provided on the check-out form and/or in a cost of replacement log located in the main office. This fee will apply to any returned equipment with damage not noted on the check-out form. This fee will be due at the time of return.

Military Units that reserve items are subject to charges of their Unit Funds for items returned with damages not noted on check-out form. In the event of joint unit functions the reserving command will be responsible for applicable damage fees.

Accident or Stolen Equipment

The customer is responsible for obtaining an official accident or police report for any equipment involved in an accident or stolen and is responsible for the entire replacement cost or equipment replacement.

Camper Smoking/Pet policy

All campers are smoke free and do not allow pets/animals inside of the campers. Evidence of smoke and/or animals present in the camper will result in a professional cleaning service fee of no less than \$100.00. The only exception to animals being permitted in the camper would be the usage of service animals per standards set by ADA. The use of service animals should be declared at the time of reservation for proper notation by staff.

Inflatables

An open bed truck or trailer is **required** for all inflatable rentals. Small and Mid-sized SUVs, mini vans, and sedans will not be granted possession of inflatables for transport due to safety concerns.

Temperature and Weather Restrictions

Inflatables will not be issued in weather conditions that predict temperatures below 40 degrees during the entire length of the rental. Using inflatable games and/or bounce houses in temperatures below 40 degrees may pose a safety risk as seams may not be able to seal properly causing the inflatable to not fully fill with air. It is the patrons' responsibility to ensure proper use, or no use, of inflatables that are in their possession when the temperature drops below 40 degrees. Any damages deemed caused by use in cold temperatures, or misuse of the item in these conditions, will be the responsibility of the customer.

Inflatables should never be utilized when wind speeds are in excess of 15 miles an hour. Using inflatables in these conditions could result in the inflatable becoming unstable and injuries to those inside.

Inflatables must be staked down and must be supervised at all times when inflated. Guidelines and setup procedures will be provided to the customer at the time of pickup.

Inflatables will not be issued if the safety of the staff or customers is compromised by heavy precipitation, strong winds, or lightening in the immediate area of the gear issue warehouses. Customers are encouraged to be mindful of impending weather and plan their pick-ups accordingly. All possible safe attempts will be made to issue reserved gear in a timely manner. Gear that is unable to be picked up due to weather related reasons can be rescheduled to a different date based on availability. Canceling the item on the day of pick-up is still subject to our cancellation policy and will result in forfeiture of deposit.

Working Order Understanding

All items are issued in proper working order. It is the responsibility of the customer to ensure they have a full and proper understanding of the use and utilization of the item they are renting. Family and MWR staff will assist in answering any questions to ensure the customers' understanding. Family and MWR Outdoor Recreation is not liable

for damages to property, injury or other instances which result from the improper use or knowledge of the item rented.

Equipment Malfunctions

In the event that an item malfunctions while in the customers' possession, contact the DTA-MWR Outdoor Recreation Office for assistance. All attempts will be made to troubleshoot the problem over the phone, but in the case that a fix cannot be made, the item will be inspected upon return and a course of action decided. If you are in the local area, you may bring the item by for an exchange or repair.

Return Policies and Procedures

Late Returns

All items must be returned on the due date indicated by the assigned return time. Normal rental lengths are 24 hours from time of pick-up. Failure to return on time will result in items being assessed a late fee. Late fees are as follows:

Waiting Rental Reservation: standard daily rental rate plus lost revenue not accrued from other customers.

No Waiting Rental Reservation: late fee at regular daily rate until item is returned.

All late fees are due upon return of the item.

Camper Returns and Sanitation

Campers must be returned with the holding tank empty. Failure to do so will result in a **\$100.00 sanitation fee**. DTA-MWR Recreation does not provide an onsite dump station at this time. It is the customer's responsibility to ensure holding tank is empty BEFORE the check-in process begins to avoid a sanitation fee.

Inflatables Returns and Sanitation

Inflatables are required to come back clean of all debris and completely dry. Failure to have inflatable clean and dry will result in an additional daily rate fee for each inflatable not in proper condition.

Grill Returns and Sanitation

All grills are required to be returned clean and emptied of ashes. Customers must dispose of all ashes in an appropriate receptacle prior to returning to DTA-MWR Outdoor Recreation. All food debris must be cleaned and properly disposed of.

General Item Returns and Sanitation

All items must be returned with a reasonable amount of cleanliness. Items that return to DTA-MWR Outdoor Recreation requiring a greater than reasonable cleaning effort (ex. Emptying charcoal ashes or removing food scraps from a grill; unclogging the blades of a rototiller after heavy use) will be charged an additional days rental rate for each item not in proper condition.

After Hours Returns

Customers are **not allowed** to leave their rental at the DTA-MWR Outdoor Recreation site after hours as a means of returning items. Customers who return items in this manner are subject to replacement and/or repair of any equipment left after hours and is deemed damaged or stolen as a result.



Detroit Arsenal Family and Morale, Welfare and Recreation Outdoor Recreation Equipment Checkout Center Rental Agreement

I attest that I am a military issued photo identification card holder and therefore am eligible to checkout equipment at the Outdoor Recreation Center (ODR). _____ (Please Initial)

I understand that, with my consent, ODR personnel may assist in loading or unloading privately owned vehicles but that I must be able bodied, or provide able bodied assistance, to load and unload the equipment I have rented.(See waiver clause below) _____ (Please Initial)

I understand that I must pay the total balance of the equipment rented upon pickup of said items. I understand I am responsible for returning this equipment and its accessories on the date and time indicated on my receipt and am liable for all incurred late fees as assessed by the ODR team. If I need to deviate from the listed pickup and return times I agree to notify ODR. Late fees are charged at a daily rate. I agree to return all items in clean and working condition to avoid an additional cleaning fee (\$75). _____ (Please Initial)

I acknowledge that ODR will fully refund payments if I cancel my reservation at least 7 days prior to the scheduled pickup date. Payments for reservations cancelled within 7 days may qualify for a refund in household credit. I understand that all refunds must be issued in the same manner of payment they were accepted. Cash may be refunded only on the day it is received. I understand that failure to receive items due to “no show” does not constitute justification for a refund. I understand that refunds are not given for early returns. _____ (Please Initial)

I agree that it is my responsibility to know how to properly use and operate the equipment or obtain necessary instruction. I understand there are inherent and other risks involved in the activities for which this equipment is to be used. I freely and voluntarily assume those risks, including the risk of serious injury or death. To the fullest extent allowed by law, I agree to release, hold harmless, and indemnify the US Army DFMWR Outdoor Recreation Center for any and all liability for injures and damages to the user of this equipment or to other persons or property resulting from the use of this equipment. _____ (Please Initial)

I will not misuse or abuse the equipment. ODR provides no warranties, expressed or implied, and this equipment is accepted “AS IS.” I accept full responsibility for the care of the equipment and all the accessories to said equipment issued to me. I agree to replace at full retail value, minus depreciation, any equipment rented under this agreement but not returned to ODR or irreparably damaged and, upon ODR request, agree to pay for damages incurred to said equipment and accessories, excessive of normal use and depreciation, as assessed by the ODR team. Charges made on damaged equipment are not contestable and by paying these fees I understand I am not purchasing the damaged item. _____ (Please Initial)

The Guest is accepting Outdoor Recreation (ODR) check-out equipment loading/unloading support and by doing so assumes the risk of injury to him/her self or personal property. The undersigned agrees to release, hold harmless and indemnify the Directorate of MWR; the USAG-DTA; the United States Army, the United States Government; and its employees, volunteers, officers and agents from any and all liability and claims that may be brought by or on behalf of the Guest as a result of his/her of accepting loading/unloading of ODR check-out equipment. This includes, but is not limited to, claims for death or personal injury, and damage to or loss of property. _____ (Please Initial)

I have read, understood, and fully agree to the terms and conditions set forth in this Equipment Rental Agreement. I understand that according to IMWRF policy if I have a dispute I can write a letter of dispute to the ODR manager and he/she will reply to me in writing his/her final determination. _____ (**Please Initial**)

I have read this release and understand all of its terms. I agree with its terms and sign it voluntarily.

Name _____ Signature _____ Date _____

Primary Phone Number _____ Alternate Phone _____