



## COMPANY POLICIES

### General Policies

- Photo ID and/or Current Driver's license is required at the time of pick-up.
- You must be 18yrs old or older to rent.
- You will be responsible for all loading and unloading of the boards, including proper strapping boards to vehicles.
- Payment in full for all rentals is due at the time of reservation.
- None of these boards are Inflatables.
- Ashley's Water Toys, LLC reserves the right to refuse to any individual(s).

### Rental Policies

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

### Cancellations & Refunds

- Protect your booking with Peek Protect at check out. Customers can cancel their booking for any reason 24 hours prior to the start of their first experience, if they purchased insurance.
- Without insurance, canceled bookings can have store credit. Store credit must be used within 365 days, and cannot be used on a holiday weekend.
- There are no refunds for illness, weather, early returns or non-usage.

### Check-Out Procedures

**Before leaving Ashley's Water Toys, 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.

### Check-In Procedures

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 Ashley's Water Toys 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.

## Late Fees

Late fees are assessed at 1.5 times the daily rate for each day the equipment is not returned- including holidays and closed dates. This is strictly enforced as it jeopardizes another person's trip. Any late equipment affecting another person's rental will be charged the entire cost of the other rental.

## Damages

I also agree that if I damage, loose, or misplace any item I rent from Ashley's Water Toys LLC that I will pay for these losses or damages according to prices listed below. I agree that if Ashley's Water Toys, LLC incurs any costs associated with recovery of payment for damages or losses (such as court costs) that I will reimburse or pay Ashley's Water Toys, LLC for these costs as well as the cost of the damaged or lost items. Bent, lost or broken paddles, bent or damaged Paddle Boards or kayaks will be charged for replacement. **I understand and agree that I am fully responsible for any damage to the product or loss during the time it is checked out to me and if damage or loss occurs, I authorize Ashley's Water Toys, LLC to charge the cost of replacement or repair to my credit card.** 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.

## Replacement Costs

SUPs	Est. Cost
Youth Hooligan	\$250
Adult Freestyle/Aurora	\$350
Any Paddleboard fin, each	\$20
<b>Kayaks</b>	
Youth Kayaks	\$130
Kokanee/Manta	\$500
Hydro/Lotus	\$250
Kayak Backrest each Adult/Kid	\$35/\$15
<b>Lily Pad</b>	\$400

Accessories	Est. Cost
Straps (each) or Foam Rack	\$10
Youth Paddle for SUP or Kayak	\$35
Adult SUP Paddle	\$45
Kayak Paddle each for Tandem	\$70
Kayak Paddle for Single	\$45
Life Jacket – Adult/Child	\$50/\$40
Plugs, Handles, Drip Cups	\$10
Kayak Cart	\$65
Snowie Equipment	\$300