

Rental Terms

The Terms must be signed prior to renting.

Thank you for choosing Chincoteague Island Outfitters, and enjoy your vacation!

Rental Guidelines

Please read carefully...the following is for your benefit and convenience.

Services:

Don't Pack It! Rent it! We offer a large variety of items to cater to the vacationers every need. We do offer varied delivery services; Standard Delivery, Same Day Delivery & Express Delivery can be added to all orders!

Order Placement:

Our online rental store allows you to preview our large variety of items, photographs, review descriptions and place your orders 24/7 at your convenience. Orders may be placed directly online at chincoteagueoutfitters.com, by email to info@chincoteagueoutfitters.com or phone 1-757-336-5129. Looking for something you did not find, contact us and make a new product suggestion! As new product requests are received and approved, these items will be added to the website inventory.

It is suggested that rental requests be made up to a month in advance allowing for selection and availability to be at its highest. Advance orders made in the current calendar year for the following year will secure the current year pricing until December 1st of the current year!

All orders are subject to availability. Orders placed within "2" weeks prior to your arrival product availability will not be guaranteed. All orders must be placed at least "48" hours prior to your arrival! Orders placed within "48" hours prior to your arrival must call our office to confirm receipt of your request and product availability. Orders placed on your arrival day a "Same Day Delivery" fee will be added to your order.

Additional Items upon Check in:

We recommend making all additions to your equipment order prior to your check in day to guarantee availability. If you need extra items after your initial delivery, we require a minimum order of \$50.00 for free delivery. If your additional items are less than \$50.00 a delivery fee of \$25.00 will be added to your rental request.

Rental Rates:

Scheduled rental rates begin when the equipment leaves our store & continues until returned. Rates presented in our brochure, website and all promotional items are quoted for a 1-7 day

rental period. Pricing is subject to change without notice. State & Local Taxes vary dependent on delivery locations. Tax rates may change without notice. Tax rate increases mandated prior to lessee's departure date, regardless of order placement date, will be applied to all orders. Lessee assumes all responsibility for additional taxes.

Product Descriptions:

Every attempt is made to ensure product descriptions are accurate; however, we cannot be held responsible for errors in descriptions, change of product or manufacturers. Products may change without notice.

Rental Property Information:

Please take time to read all of the information on your confirmation that you have provided us. We DO NOT confirm the information with your property manager. Therefore, it is your responsibility to review the check in date, check out date, Real Estate Company, unit number, etc. Please call us immediately if there is a discrepancy.

Delivery:

*Minimum Order:

Minimum Order Of \$25 (before tax) - Your Delivery Is Free!
Orders Under \$25 - A Delivery Fee Of \$10 Will Be Added To Your Order.

*Express Delivery: \$25

Express delivery is available for orders given with less than 24 hours of notice. This fee is separate & independent of the standard delivery fees.

You need to be present at time of delivery. All items shall be delivered to your rental unit between:

- * September 1/April 30 2 PM – 6 PM
- * If your order has not arrived by 4 PM September 1/April 30, please call our office.
- * May 1/August 31 2 PM – 6 PM
- * If your order has not arrived by 6 PM May 1/August 31, please call our offices.
- * All items may not be delivered at the same time.
- * No refunds are given for delayed delivery unless Express Delivery was ordered.
- * Every effort is made to deliver your order on time, during prime season delivery maybe delayed due to volume, traffic etc.
- * We ask for your patience and understanding.

Pick Up:

You do not need to be present at time of pick up. All items shall be picked up from your rental unit between 8 AM – 11 AM.

Contact Us:

Chincoteague Island Outfitters Hours of Business

Sunday through Friday

January 1/December 31 7:00 AM to 5:00 PM

Saturday

January 1/April 30 8:00 AM to 5:00 PM

*May 1/August 31 7:00 AM to 5:00 PM

September 1/December 31 7:00 AM to 5:00 PM

Chincoteague Island Outfitters Office Closings

January - New Year's Day

November - Thanksgiving Day

December - Christmas Eve, Christmas Day

Chincoteague Island Outfitters After Hours

757-336-5129

Messages will be addressed the following business day.

Cancellations:

Cancellations without penalty must be made two (2) weeks prior to arrival. Cancellations made within two weeks prior to your arrival will have a 25% (\$10 minimum) fee assessed. Upon your arrival date, we cannot offer refunds, but we will be glad to make exchanges for items of comparable value. *We Are Open 7 Days A Week 9:00AM – 5:00PM w/extended hours during prime seasons. No refunds are provided for inclement weather. Voluntary evacuations are not eligible for refunds. Only days in which a mandatory evacuation are in effect, days prior to or after are not eligible for refunds. A prorated credit towards future rentals will be given upon a written request within 2 weeks from the date of the date of the mandatory evacuation for the number of days the evacuation was in effect.

Satisfaction:

Chincoteague Island Outfitters, Inc. guarantees satisfaction. Upon arrival renters must inspect all rental items for satisfactory condition. Unsatisfactory rental items must be reported to Chincoteague Island Outfitters within twenty four (24) hours of check in time. If unsatisfactory rental items are not reported within twenty four (24) hours of check in time the renter will be held liable. Effective Your Arrival Day, we DO NOT offer refunds. We will replace your item, offer alternative equipment of a comparable value or a credit for a future rental. *We Are Open 7 Days A Week 9:00AM – 5:00PM w/extended hours during prime seasons.

Lessee Disclosure:

The Lessee acknowledges that Lessee has inspected the equipment and has determined that same is in good condition and suitable for the purpose for which it has been leased. The Lessee shall only use the property in the manner for which it is designed and intended to be used. Lessee assumes all responsibility for equipment while out of possession of lessor, and promises to return such equipment to the lessor in as good condition as it was at the effective date of the lease, natural wear from a responsible use expected. Lessee shall be liable for any loss, theft, damage or destruction of leased property. All equipment lost or damaged beyond repair will be paid by the lessee at regular replacement price. All damaged equipment which may be repaired will be repaired by the lessor, on return thereof and the cost for such repairs shall be paid by the lessee. Accrued rental charges cannot be applied against the purchase price or cost of repairs of such damaged or lost equipment.

Lessee shall indemnify and hold Lessor harmless from any and all claims, damages, or proceedings (including all costs, expenses, and attorney's fees) related to or arising out of Lessor's use or possession of the equipment. This equipment shall be used by the Lessee only. This writing contains and constitutes the entire agreement between the parties. This lease agreement can only be modified by written agreement signed by both Lessor and Lessee. The Lessee represents that Lessee is at least eighteen (18) years of age and under no disability which will prevent Lessee from entering into this agreement. Lessee agrees not to part with or assign this lease or the equipment without the written consent of Lessor.

All equipment is used at Renter's risk. Renter understands that there exist certain risks of injury from the use or misuse of such items, including the potential risk of serious injury, disability or death from the use of such items. Renter assumes all responsibility for rented equipment while in Renter's possession. Renter agrees to indemnify and hold harmless Chincoteague Island Outfitters Inc. and their officers, shareholders, owners, operators, agents, and employees from any claim arising from renter's use, operation or possession of the rented equipment. Under no circumstances will Chincoteague Island Outfitters Inc. be held responsible for any damage to person or property, disability, injury or loss, including death, arising from the use of any rented equipment or the failure of the equipment to function as intended by the manufacturer.

Each Participant or legal guardian must designate a choice below: *

- YES: I will wear a safety helmet and/or other safety equipment.
- NO: I refuse to wear any type of safety helmet or other safety equipment, and accept full responsibility for this decision.

By signing this document, you agree to the above terms. *

PRINT NAME

DATE

SIGNATURE

DATE