

UNIVERSITY OF MICHIGAN DEPARTMENT OF RECREATIONAL SPORTS POLICY MANUAL

Section:	Outdoor Adventures	No:	905
Subject:	Rental Center Policies	Revised:	7-29-2009
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1. Renters must be 18 years of age or older.
 2. Rental equipment reservations, pick-ups, and returns can only be done during Rental Center business hours by telephone, in person, or by a scheduled appointment.
 3. Reservations are on a first come, first served basis.
 4. Renters are required to provide a credit card number at the time of reservation and rental. Payment of the total rental fee is required at the time of pick-up. By providing credit card information and reserving and/or taking the equipment, renters authorize the University to charge any fees, and other amounts due from the reservation and/or rental of the equipment.
 5. University departments, organizations, or student groups may use their internal accounting numbers to reserve and rent equipment. In addition to providing a Shortcode (and full chartfields), **U of M Purchasing Cards may not be used.** Renters paying with UM Accounts Transfer agree to pay for any late fees, damages, or lost equipment through their UM Accounts without prior notification.
 6. Renters will not incur a cancellation fee if they cancel their reservations at least 2 business days in advance of the reserved rental date. Renters will be charged half of the total cost of their rental if they cancel their reservation less than two business days of the reserved rental date. Renters will be charged for the total cost of reservations cancelled with less than a days notice or for failure to pick-up reserved equipment. Cancellations must be made by telephone or in person during Rental Center business hours. Renters cannot cancel a reservation by leaving a phone message or sending an email. Staff will attempt to notify renter of additional fees. Renter may pay fee by check/cash or credit card. If the renter does not respond to staff's payment requests, the fee will be assessed to the credit card on file.
 7. If for some reason the Rental Center cannot provide equipment reserved by the renter, the renter will receive a coupon for an equal valued rental at a future date. The University shall have no further liability for failure to provide equipment on the reserved date.
 8. Refunds will be issued only to the person reserving the equipment. There are no cash refunds. Payments via credit card may be refunded to the same credit card they were paid with pending Director or Assistant Directors approval. Refund checks take 8-10 weeks to process.
 9. Reserved equipment not picked up on the reserved rental date will be checked out on a first come, first serve basis on the following day. There will be a full rental charge for reserved equipment not picked up on the reserved rental date.
 10. No rain checks will be issued.
 11. Renters must sign a Rental Center Contract prior to checking out the equipment. All other arrangements must be approved by the Assistant Director or Director.
 12. Renters must present a driver's license, picture ID, or Recreational Sports User's pass when checking out equipment.
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13. It is advised renters test all equipment before leaving to ensure everything is in working order. It is the renter's responsibility to check all equipment for damage or missing parts prior to leaving the Rental Center.
14. Renters must properly clean, dry, and pack the equipment prior to its return. If returned equipment is not clean, dry, and properly packed additional fees will be assessed to compensate for loss of rental and time .
15. If renters do not return the equipment during business hours on the scheduled return date or on the pre-arranged appointment date, they will be charged the daily rental fee for each item rented each day late until the equipment is returned. In addition, renters will be charged the weekend fee if the equipment is not returned over a weekend.
16. Renters will pay to replace, at the Director's discretion, equipment or like equipment at its current retail value (a) if the equipment is not returned to the Rental Center during business hours and it is damaged, lost, or stolen; (b) the equipment is damaged, lost, or stolen while in the renter's possession; (c) the equipment is returned to the Rental Center during non-business hours and is damaged, lost, or stolen.
17. The University reserves the right to inspect the equipment up to 4 business days after its return and to charge the renter's credit card for any improper cleaning, drying, packing, missing parts or damage found at that time. Notice of the charges will be conveyed to the renter via telephone and a receipt will be provided upon request.
18. The University reserves the right to refuse to rent equipment to renters in the future if they abuse equipment or violate the terms of these policies or the rental contract.
19. The University reserves the right to place a hold on student accounts and/or University records of any student who fails to pay any fees or other amounts due under a Rental Center Contract or these policies.
20. The University will file a police report for stolen goods for equipment which is not returned and/or paid for by renters to seek compensation and/or return of the equipment.