

# Rental Information – Important to Know

## Rentals – Pricing

All rental rates are in Canadian Dollars and subject to 5% GST, and 7% PST tax. Please note that US \$ charges will be applied in Canadian Dollars against the current exchange rates. Rates are valid for listed machines and for a period of rent between 8:30am and 4:30pm (8 Hours). Late returns are subject to a \$70 per hour charge (or ½ hour increments). Fuel charges & incidentals are charged at the end of the contract period. Damages are charged daily (see also damages).

## Reservations

Reservations are required for all rentals. To make a reservation, we require a valid credit card (Visa or Mastercard preferred). Please inquire about other forms of payment (**\$20 fee for bank transfers**). We reserve the right to cancel any bookings up to 14 days prior, as well as rebook up to 7 days before arrival due to any conditions beyond our control.

**Note:** Walk-in rentals are accepted, although cannot be guaranteed without a reservation.

## Payments

**Day rentals:** A 25% deposit per reservation is required at the time of booking. The outstanding amount will be collected 30 days prior to the start of the rental. A valid Visa or MasterCard is required for a security/damage deposit of \$2500 for the duration of the rental. This will be in the form of a pre-authorization, and will be collected at check-in. The owner of the credit card must be present at the time the pre-authorization is taken. The minimum rental age is 21 years with a valid driver's license. At the age of 19, rentals will be permitted while accompanied by someone renting with us aged 21 or older. We reserve the right to refuse rentals to anyone. Unless we are informed of your delay, snowmobiles not picked up prior to 10:30am are considered "no show" and your reservation will be cancelled without the right of refund. No refund is provided for snowmobiles returned prior to the end of the booked rental period.

Reservations can only be confirmed when a deposit payment is received. There are no refunds for unused tour or rental days.

## Cancellations For Rentals

There are **no exceptions** to our refund policy. We strongly encourage all customers to purchase their own travel/cancellation insurance covering events that would require you to cancel your trip with us prior to arrival, or disrupt it once it has begun.

Written cancellations are received by our office only. **No refunds for un-used portions of rentals, early returns and “no shows”.**

Cancellation policy for Single Day, Single Sled rentals

72 hours or more from start of rental:	100% of payment refunded
Less than 72 hours before start of rental period:	No refund
Unused days, early returns and no shows:	No refund

Cancellation Policy for Multi-Day and Group Rentals

30 days or more from start of rental:	25% of total rental fee charged
Within 29-8 days from start of rental:	50% of total rental fee charged
Within 7 days from start of rental:	100% of total rental fee charged
No Shows, Unused days, or early returns:	100% of total rental fee charged

Cancellation policy for Cabins

30 days or more before cabin check in:	25% of total rental fee charged
29-8 days before cabin check in:	50% of total rental fee charged
Within 7 days before cabin check in:	No refund
Unused days, early check out and no shows:	No refund

**Security deposit:** Valid Visa, MasterCard is required for security/damage deposit to the amount of \$2500 for all rentals. *Please make sure your credit card provider allows this amount to be secured on your card.*

**Booking Procedure:** A complete rental agreement must be filled out for each rental period and machine. **It is the client’s responsibility to read and sign off on our conditions and waiver policy, as well as sign a contract. Please ask if you have any questions.**

The minimum age is 19 years to ride a machine while accompanied by someone renting with us aged 21 or older, and 21 years to rent on one’s own. All riders must have a valid driver’s license to operate one of our vehicles.

### **Insurance:**

You are responsible for the full amount (plus taxes) in damages to the machine per incident for all rentals. Optional insurance is offered for \$45/day plus tax per machine to give a damage deductible of \$2500 per incident.

### **Client Responsibility**

The minimum age is 19 years to ride a machine while accompanied by someone renting with us aged 21 or older, and 21 years to rent on one's own. All riders must have a valid driver's license to operate one of our vehicles.

### **Personal Property**

Full Speed Rentals is not responsible for loss or damage of any property left on the premises or stored in a rental machine.

**Rental pick up: Between 8am and 10:30am**

**Rental return: No later than 4:30pm**

Unless we are informed of your pick-up delay, machines not collected prior to 10:30am are considered a "no show" and the reservation will be cancelled without the right of a refund. If you are delayed, please call the office to avoid cancellation and loss of availability.

**Early returns:** No refunds for early returns or shortened rental period due to accidents or weather conditions. No refunds are issued for unused days.

**Late returns:** Subject to \$70/hour (or ½ hour increments) late charge. No overnight rentals.

### **Prohibited Use & Intentional Damage**

Your machine shall not be operated:

- By anyone not named in the rental agreement
- By under-age persons. (Minimum age is 21 years, or 19 years while accompanied by someone renting with us aged 21 or older). All riders must have a valid driver's license to operate one of our vehicles.
- By any person under the influence of drugs, alcohol, medication or suffering from extreme fatigue.
- In any speed or racing contest, in closed areas, across water or road crossings, or in a manner that fails to obey trail signs or the law.
- To transfer, push or tow any vehicle or person.
- To carry explosives or flammable materials, towing or carrying passengers

- In other areas than Boulder Mountains, Turtle, or Frisby Ridge unless an off-site rental agreement is signed. You must inform the front desk if you will be taking the machine anywhere not specified above.
- By anyone wearing ski boots. No refunds for individuals without proper footwear.

## **Damages**

Damages are NO fun for you or any of the employees at Full Speed Rentals. We dislike damages as much as you do. You end up paying for the damage, as well as labor to complete repairs, which can often be avoidable. We end up with loss of value on our machine, down time in which the machine cannot be rented, and the additional work of getting parts shipped and installed. It really is a no-win situation.

We do not like to dispute damages with our guests. Like a car, cosmetic damage, parts, and labor costs can add up quickly. Some damages like front end and frame damage cannot be fully assessed until the machine is taken apart and diagnosed.

**Our procedures are very clear about when you are responsible, and for what damages. If you have any questions prior to taking a rental machine out, you must ask.**

You are responsible for full damage to the rental machine unless you have purchased optional insurance.

Damages are **per incident**, which means that if you cause damage one day, said damage will be paid separate from any consequent new damages on rentals within the same rental period. If your rental machine is inoperable due to these damages, you have no right to a refund of any kind. We will however, endeavor to get you a replacement machine if available. Damages are settled each day with rental clients.

***It is in your best interest to check out your machine in detail before you leave on your rental.*** We will go over the machine in detail with you and inform you to take note of any damages which will be written in your contract. It is in your interest to show diligence in checking over your machine. Upon return, we will check the vehicle with you again and evaluate any damages that differ from the initial check-over.

**You will be charged for the following damages:**

Parts: Retail cost of parts plus labor and applicable shipping charges.

Scratches & damages on other parts that require no immediate replacement: 50% of the retail cost of the damaged part.

Frame damage: Full damage deductible.

Fire damage & willful damages.

Damages caused by carrying passengers on a machine not designed for passengers.

Burnt belt (flat spots) from leaving parking brake on.

**Note:** If you do not agree with our damage assessment, we are happy to get an assessment done by a dealer at your expense.

**Bent and broken parts will not be made available to individuals that caused said damage.**

### **Registration & Liability**

We do our best to ensure the safety and enjoyment of all participants. Since these activities involve known as well as unknown risks, we require all guests to sign a release of liability, waiver of claims, assumption of risks and indemnity agreement prior to rental departure. Waivers are available prior to making your reservation. We advise clients to arrange proper liability and medical insurance, which may include helicopter evacuation.

**Final Audit:** All charges are subject to a final audit. If a client is over or under-charged, he/she will pay the correct amount, or receive a refund.

### **Machines**

#### **Mechanical Failure**

Full Speed Rentals has a stringent maintenance program for all our machines and is pleased to provide you with the best machines possible. However, they do have a large mechanical component beyond our control. Should a rental machine have issues, we ask for your understanding in fixing your problem quickly and efficiently or finding you a replacement machine if availability permits.

#### **Riding a Snowmobile**

Speed is controlled by a thumb activated throttle with the right hand on all our rentals. Braking is provided in two forms; engine brakes are engaged when the throttle is released in the form of resistance, as well as having a brake lever to slow the track down with the left hand. Alpine snowmobiling also requires extensive weight shifting combined with handlebar movements to steer the machine. Riders should be in good physical shape.

#### **Avalanche & Rider Safety**

Weather, snow, and/or avalanche conditions may alter throughout a day of riding. Rentals will not be permitted to riders without the proper safety gear. A minimum of a backpack, beacon, probe, and shovel are required to rent from Full Speed Rentals. If riders need the minimum gear for a safe day on the mountain, proper safety gear is

available for rent based on daily rates and availability. Ensure that you plan ahead in case of limited availability. **Riders without the proper gear will forfeit their right to a rental and no refunds will be given.**

### Clothing

Average winter temperatures range from 0 to -10 degrees C. Appropriate base layers and outerwear are recommended for all rentals. Come prepared for the forecasted weather. You are responsible to bring the following: winter coat/snow pants, winter gloves (an extra pair is recommended), boots (**no ski boots permitted on snowmobile rentals**), balaclava/neck warmer, base layers, and warm socks. A helmet and goggles are recommended, but we do offer this option with a rental at no extra charge. Several of these items are available for purchase in our shop.

