

# **Rental Terms & Conditions**



## **BOOKING OUR SERVICES**

- ✓ Reservations for equipment and services may be made by contacting us by phone at (867) 393-2232, by fax at (867) 393-2236, or by e-mail to [aquadog@shadowlake.ca](mailto:aquadog@shadowlake.ca).
- ✓ A deposit of 25% of the total quoted cost of rental equipment and services, submitted with your registration, will confirm equipment availability on your selected dates. Equipment will be allocated in the order that deposits are received. If bookings exceed availability, you will be promptly notified and your deposit returned.
- ✓ Full payment is due 45 days prior to trip date, and may be made with cheque, money order, Visa or cash.
- ✓ In addition to rental charges, a damage deposit is required, which may be made when equipment is picked up.
- ✓ **All prices noted or quoted are in Canadian dollars, and are subject to 5% Goods and Services Tax.**

## **CANCELLATIONS**

- ✓ If you cancel your booking more than 45 days prior to your trip departure, we refund your booking deposit less a \$200 fee and applicable taxes. i.e.  $\$200 + 5\% = \$210.00$ .
- ✓ If you cancel between 20 and 45 days prior to the trip date, we refund your payment less the 25% booking deposit and applicable taxes.
- ✓ If you must cancel less than 20 days prior to the trip date, you receive no refund.
- ✓ Once equipment has been picked up, no refunds will be made for premature termination of your trip.
- ✓ Yukon Wilderness Expeditions Ltd. reserves the right to cancel your booking due to circumstances beyond our control, in which case you will receive a full refund.

## **RENTAL PERIODS**

- ✓ Our shop hours are by appointment, and we are typically available from 9:00 a.m. to 5:30 p.m., Monday to Saturday. Special arrangements may be made for pick-up or return outside those times.
- ✓ Daily rates are for 24 hours. Late charges will be made at the highest daily rate for part or whole days if equipment is not returned when agreed.
- ✓ The rental period is for all time the equipment is away from our shop and is unrelated to your actual usage.
- ✓ Our rental season runs from mid-May to mid-September, depending on water levels.

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### **RESPONSIBILITY AND INSURANCES**

- ✓ You are responsible for loss or damage to Yukon Wilderness Expeditions Ltd. equipment. In the event of total loss, replacement cost for new equipment will be used as a charge; in the event of damage, a charge will be made based solely on YWEL's estimate of repair costs.
- ✓ A damage deposit is required that will be proportionate to the cost of rented equipment, and is typically 25% to 50% of the value of new gear. The form of payment for the deposit will be confirmed when the rental agreement is made, and may be travellers' cheques, money order or VISA. If gear is returned without damage, we will refund your entire deposit; otherwise, you will be refunded the balance after repairs are made. The determination of damage versus normal wear and tear will be made solely by Yukon Wilderness Expeditions Ltd.
- ✓ We recommend, for your own security and safety, that you obtain insurance covering medical expenses and emergency aircraft evacuation; insurance to cover personal gear; and trip cancellation insurance in case weather delays your return.

### **EQUIPMENT CONDITION & RETURNS**

- ✓ Our equipment is inspected and tested upon return to ensure its satisfactory condition for your use. Your damage deposit will be retained until we ascertain that the equipment has been returned in the same condition in which it left our shop. This normally requires three days.
- ✓ Equipment must be clean and dry upon return. Recognizing that you've been on a river trip, we will be reasonable about this, but if gear is unusually grubby, a charge will be levied for our time to clean it.

### **PRICING**

- ✓ Prices noted in our information package are valid for the entire rental season.
- ✓ As we specialize in custom packages, prices noted should be used as a guide only. Please call for a quote on your requirements.
- ✓ Our quotes will include discounts for large volumes of equipment rented, extended duration trips, off-season trips, and other special conditions.

### **RISK**

- ✓ In these times of rabid litigation, many companies have a politely worded paragraph called "an understanding" that deals with the waiver of liability. Let's be blunt. All we're doing at YWEL is renting you equipment, and you are totally responsible for having the skills and common sense to use it in a safe and responsible manner. Our waiver form for rental use is explicit in this regard.

**It's a wilderness out there and once you embark on your expedition,  
it's a classic yo-yo situation – you're on your own. Paddle accordingly!**