RENTAL POLICIES

PLEASE READ CAREFULLY BEFORE RENTING

INSPECT ALL EQUIPMENT BEFORE LEAVING POLY ESCAPES

CUSTOMER ACCEPTS **FULL RESPONSIBILITY** FOR EQUIPMENT CONDITION AFTER IT LEAVES POLY ESCAPES

Equipment Rental Reservations

- Reservations can be made two weeks in advance
- Weekend rates include a free pick-up and drop-off day. For example, weekend rentals can be picked up on Friday and returned on Monday during normal business hours
- Reservation and payment must be in-person at Poly Escapes during normal business hours
- Full payment required at time of reservation
- We do not accept Campus Express cards
- We accept cash, checks, and credit cards – Visa, Master Card, American Express, Discover

Rental Fees

- Rental fees are based on Daily, Weekend, or Weekly rates
- Rental fees for any quarter break period are based on weekly or multi-week rates
- Rental fees are categorized into Cal Poly student, Cal Poly Faculty/Staff, and Community rates

Damaged or Lost Equipment

- CUSTOMER is responsible for any loss, theft, or damage to equipment
- Damage fees and replacement costs will be equal to the retail value of the equipment
- Equipment rented in pairs (climbing shoes, trekking poles, etc.) is equal to the value of the pair

Refunds

- INSPECT THE EQUIPMENT BEFORE LEAVING POLY ESCAPES. The CUSTOMER accepts responsibility for condition of the equipment after it leaves Poly Escapes
- **48 hour (2 day) CANCELLATION** for a full refund if rental reservation is cancelled a minimum 48 hours (2 days) in advance of the scheduled pick-up date
- No refund if rental reservation is cancelled after the 48 hour minimum
- A "Refund Request Form" must be completed by customer for all refunds

Returning Equipment and Late Fees

- Equipment must be returned during normal business hours on the day it is due
- Failure to return equipment by the date specified on the rental contract will result in a late fee **accrued per day, per equipment item**
- Late fee is equivalent to the number of days late, multiplied by the daily rental rate
- (4 days late x $5 daily rental rate = $20 late fee)

Failure to return equipment, pay damage fees, or pay late fees will result in a hold being placed on your academic records until the problem is resolved.

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