

Terms and Conditions

Prices, equipment availability, and rental policies subject to change without notice.

General Policies

- Photo ID and/or Current Driver's license is required at the time of pick-up.
- You must be 18 years old or older to rent.
- For Individual 16 or 17 years of age, a parent or guardian must complete and sign the release waiver, but does not need to be present for rental period.
- For Individuals 15 or under, a parent or guardian must be present at all times.
- Individual named on the contract must be present at the time of pick-up or item(s) will not be released.
- Payment in full of rental must be paid in advance on www.lakewayh2o.com
- Lakeway H2O, LLC reserves the right to refuse service any individual(s).

Personal Property

Lakeway H2O, LLC will not be responsible for lost, damaged, or stolen personal property. Lakeway H2O, LLC will make available, for purchase, waterproof cases for cell phone, keys, and other electronics. Customers are responsibly for securing all personal items. Lakeway H2O, LLC does not provide this service.

Cancellation Policy

- Cancellations made seven (7) days or more of pick-up date will receive a full refund. Customers must contact Lakeway H2O, LLC by phone at (423) 631-JUMP. Failure to contact Lakeway H2O, LLC will result in forfeiture of fee(s).
- Cancellations received less than seven (7) days are not permitted. The customer will be permitted to re-book at no additional charge. Customer is responsible to contacting Lakeway H2O, LLC by phone at (423) 631-JUMP, prior to rental date and time.
- There are no refunds for illness, weather, early returns or non-usage.

Inclement Weather

Customer safety is a priority. In the event of sever or threatening weather, Lakeway H2O, LLC encourages all customers to return all rental equipment immediately.

- In the event of inclement weather, before the rental time, customers will be allowed to reschedule rentals at no additional charge, subject to availability, provided Lakeway H2O, LLC is contacted by phone at (423)-631-JUMP. Please note, cancellations less than seven (7) days are non-refundable. Failure to contact Lakeway H2O, LLC by phone at (423)-631-JUMP will result in forfeiture of rental fees.
- In the event of inclement weather, during the rental time, customers will receive a raincheck voucher, subject to availability.
- For hourly rentals, if less than half of the rental period is used, a raincheck voucher will be issued, subject to availability.
- For daily rentals, rainchecks will be issued if more than four (4) hours is left on the rental period.
- Rainchecks must be redeemed prior to the end of the current rental season. Rainchecks for previous season(s) will not be honored.

Personal Flotation Devices

All customers are required to wear Coast Guard approved flotation devices at all times. Lakeway H2O, LLC will require a life jacket rental if customer does not provide their own device, subject to availability.

Check-Out Procedures

You are responsible for inspecting all equipment carefully and to bring any missing or damaged equipment to a staff member's attention. Make sure any discrepancies are noted on the rental agreement. Failure to note any discrepancies may result in a fee for damaged or missing equipment. If needed, please ask a staff member for assistance with inspection and/or instructions on how to properly set-up the equipment.

Check-In Procedures

Equipment must be returned within 1-hour of the time and date listed on your contract. Returns later than the original 1-hour rental will incur a late fee. You will be charged for equipment that is dirty, damaged, or missing, up to and including the cost to replace such equipment at the current equipment replacement costs, regardless of the age of the equipment.

Should the equipment be lost or stolen, the renter will be responsible for all replacement costs at full retail prices.

Equipment Damage: Rental Fees do not cover any portion of damages to equipment. Any damaged equipment interfering with the rental or reservation of another will be charged the entire cost of the other rental in addition to all equipment repair and/or replacement costs.

Late Fees

Late fees are assessed at 1.5 times the daily/hourly rate for each day/hour the equipment is not returned- including holidays and closed dates. This is strictly enforced as it jeopardizes another person's time. Any late equipment affecting another person's rental will also be charged the entire cost of the other rental in addition to the late fee.

Controlled Substance(s)

The use or under the influence of alcoholic beverages or illegal drugs are **STRICTLY** prohibited. Violation will result in termination of rental and forfeiture of all fees.

Date and Time Returned _____
 Condition of Equipment after Return _____

Staff Member Whom Inspected the equipment and Completed the Return _____

Replacement Costs

SUPs	Est. Cost		Accessories	Est. Cost
10'6" Boards	\$420		Adult Paddle (aluminum)	\$50
11'4" Boards	\$455		SUP Paddle	\$55
			Coil SUP Leashes	\$35
			Go Pro Camera	\$250
			Speaker	\$60
Kayaks			Electronics Mount	\$30
Argo 120	\$365		Adult Life Jacket	\$40
Apex 130T	\$480		Youth Life Jacket	\$40
Sentinel 100X	\$305			

All repair work (such as patching) will be billed \$50 per hour plus materials. Bent paddles and badly damaged watercraft will be charged for replacement. It is solely the discretion of Lakeway H2O, LLLC to determine if damaged equipment will be repaired or replaced at the renter's expense. Prices are subject to change.

A cleaning fee will be charged at \$5 per item if equipment is returned dirty.