



Rental Terms & Conditions

Responsibilities:

- **Montreal River Outpost:** we are responsible for providing you with rental equipment that is safe and in good working order and the required safety equipment. We will also give you tips on how to avoid damaging the equipment and how to secure the equipment to your vehicle, however you are ultimately responsible for properly securing the boat to your vehicle.

While Montreal River Outpost is not responsible for evaluating your paddling skill, ability, route or destination, we reserve the right to refuse rentals to those individuals whose skills do not seem suitable for their intended outing.

- **You:** you are 100% responsible for the rental equipment during the rental period, including loading and unloading of the equipment. You are financially responsible for any damages occurred during the rental period, including lost or stolen equipment.

You are 100% responsible for your own safety. If you are planning a multi-day trip, we strongly recommend that you leave your trip planning details and emergency contact information with a trusted friend or family member. You can also register your trip with the Tourist Information Centre in Air Ronge.

Safety Gear:

All rentals include safety gear as required by Transport Canada (e.g. PFD, paddles, bailer, pump, tow rope, whistle).

Car Top Gear:

Car top gear is available for free if needed (e.g. foam blocks, straps).

Cancellation Policy:

- A credit card number is required to secure reservation and cover damage for all rentals. Credit card info will be kept securely using Stripe Vault.
- Cancelled reservations with more than 24 hrs notice will be charged 25% of reservation.

- Cancelled reservations with less than 24hrs notice will be charged 100% of reservation

Damage Policy:

Your credit card number is kept securely on file using Stripe Vault as damage deposit. Damage charges are assessed at the discretion of MRO staff.

Equipment that is lost, stolen or damaged beyond repair will be charged at the equipment's retail value -20%.

Potential Extra Charges:

- **Late return:** “Can we stay out for an extra day and pay when we get back?” Late returns **must** be pre-arranged, otherwise late charges apply. Late returns must be pre-arranged for two reasons: 1) your safety and 2) other people are waiting for their boat or board. If late returns are not pre-arranged, late charges are double the daily rate for each day late. We are flexible on this though if there are no other reservations.
- **Late arrivals:** You are responsible for the rental period as booked, regardless of when you actually arrive, as we must hold the rental for you.
- **Changes to the rental period:** there is no charge for changes made in advance of the rental period. If changes are made on the first day of the rental period or if you finish your trip early you are still charged for the full rental period as originally booked.
- **No-Shows:** if you do not show up by the end of the first day of the rental period, you will be charged the full amount for the rental period and the equipment will no longer be reserved under your name.
- **Cleanliness:** Rental equipment must be returned clean with no major damage. We reserve the right to charge a \$25 cleaning fee per boat for all canoes/kayaks/SUPs returned dirty.

Pick-up/drop-off:

If the equipment is available in advance, you can pick-up your rental **no earlier** than 4:00 pm (until store closing) the day before the rental period. The rental is due back **no later** than 11:00 am the day after the rental period. For example, if you booked a canoe from Friday to Sunday, you can pick it up Thursday after 4:00 pm (until store closing) and return it on Monday before 11:00 am.

Liability Wavier:

As paddling involves inherent risk, all renters over 18 years must sign a release of liability wavier as you are responsible for your safety and actions.

Reservations:

We are located in the heart of paddling country, so reservations are recommended. A valid credit card number is required to secure your reservation.

Credit Toward Purchase:

Rent it, love it, buy it! One day's rental fee can be deducted from the purchase of the same equipment within 30 days of the rental. This policy does not apply to sale items.

Rental FAQs

- **Is Friday to Sunday considered a 2 or 3-Day Rental?**

We rent by the calendar day using common sense: if you pick up your rental anytime between store opening and 4:00 pm on Friday, it's considered a 3-day rental. If you pick up your rental between 4:00 pm and store closing on Friday, then it's a 2-day rental.

- **Can we stay out for an extra day and pay when we get back?**

Late returns **must** be pre-arranged, otherwise late charges apply. Late returns must be pre-arranged for two reasons: 1) your safety and 2) other people are waiting for their boat or board. If late returns are not pre-arranged, late charges are double the daily rate for each day late. We are flexible on this though if there are no other reservations.

- **Who's responsible for damages and cleaning the boat?**

You! Everyone over the age of 18- years of age must sign a liability wavier and release form, which clearly and legally states you the renter(s) are 100% responsible for our boats and gear, as well as your own safety. A damage deposit is taken before rentals leave our property and boats are required to come back in clean condition to avoid cleaning charges.

- **Do people ever get charged for damages or returning their boat late?**

Does the sun rise and set? Of course but... 99% of the time, no damage charges will be incurred. Every customer is given a brief tutorial on how to properly use and respect our boats and paddling gear before they set out. Damage charges are normally cases of complete neglect.

99% of the time, no late charges occur because most people are able to contact us about the possibility of a late return.

- **How can I avoid rental damages?**

Avoiding damages is not hard. Most damages occur when:

- i) Paddlers drag equipment in and out of the water (over rocks, etc...)
- ii) Equipment is left in or partially in the water. This can cause the equipment to repeatedly bump against rocks.
- iii) Paddling a non-whitewater designated canoe in whitewater.

- **Can we take our rental in whitewater?**

Only whitewater-designated canoes can be paddled in whitewater.

- **Do you sell your rental fleet at the end of the season?**

You bet. The rental sale is held the end of the season. First come, first served.