

IMBE-MWR

**Directorate of Family, Morale, Welfare, and Recreation (DFMWR)
Outdoor Recreation (ODR) & Equipment Resource Center (ERC)**

**Standard Operating Procedures (SOP)
Equipment Rental Procedures**

1. Purpose: The following guidelines will be utilized for checkout of equipment at FMWR Outdoor Recreation and Equipment Resource Center, 1707 Gillespie Street, Fort Benning, Georgia 31905.

2. References:

- a. Privacy Act Statement
- b. Example of a Rental Sales Receipt
- c. Example of Checkout Checklist
- d. Hold Harmless Agreement

3. Scope: All MWR-eligible customers may check out equipment from ODR. Customers must present a valid government identification card at the time of reservation.

4. General:

- a. Customers may reserve equipment up to 60 days in advance by paying full amount of rental fee.
- b. All rental fees, and deposits if required, must be paid before the equipment is released to the customer. Payments can be made in person using cash, check, money order, Visa, MasterCard, or American Express. Credit card payments can be made over the phone. All customers will receive a receipt.
- c. Returned checks will be processed through FMWR. All fees associated with the returned check will be explained, assessed, and collected by FMWR.
- d. If the rental item was checked out prior to 1200 hrs, then the rental item is due back on the date listed on the rental receipt by 1200 hrs. If the rental item is rented between the hours of 1201 and close of business, then the rental item is due back on the date listed on the rental receipt by close of business.
- e. A late fee equal to the first day's rental fee will be assessed to the customer's account for each day the equipment is late.
- f. Customers must return the equipment to the ODR warehouse where a staff member will check their receipt to ensure that all the equipment is returned and in serviceable condition, i.e. clean, dry, and repacked and no damage.
- g. There will be a minimum \$15.00 cleaning fee for rental items that are returned dirty. ODR reserves the right to deny receipt of the equipment if it has not been cleaned; if this causes the equipment to be checked in late, the late fee still applies and will be assessed to the customer's account for payment.
- h. Campers must be dumped and empty of all wastewater in the holding tank. A dumping fee of \$25.00 will be assessed to the customer if the wastewater tanks have not been dumped; if this causes the equipment to be checked in late, the late fee still applies and will be assessed to the customer's account for payment.
- i. Pets are not permitted in our campers in order to protect our customers that may have pet allergies. Pet dander is extremely hard to remove from our campers and could cause a severe allergic reaction to a customer that has these types of allergies. A cleaning fee will be assessed to the customer if pet hair or signs that a pet has been in a camper are present at the time of the camper being returned to ODR Equipment Resource Center. Due to the additional deep cleaning expense, a cleaning fee of up to a \$100.00, as determined by a manager, will be assessed to the customer.
- j. Fees for repair and/or replacement costs will be determined by the ODR Manager for any items that are returned damaged. The customer is responsible for making payment arrangements with the ODR

Manager for the balance due. It is the responsibility of the customer to provide ODR a police report when required, i.e. vehicle accident that involved towable equipment or moving trucks, or lost or stolen items.

k. Cancellation of a reservation less than 48 hours prior to the checkout of the equipment will result in forfeiture of the first day's rental fees. If a customer reschedules the reservation, they will forfeit the first day's rental fees.

l. All customers utilizing the moving trucks must present a valid driver's license and proof of current car insurance. The odometer reading and diesel fuel level will be noted on the customer's receipt; the customer will be charged \$.50 per mile and the fuel must be at the same level when the truck is returned as when checked out. If not returned at the same level, the customer will be charged for refueling the truck at the current rate.

m. All customers utilizing the boats must present a valid boater safety card, or watch the video available and sign the roster showing completion of the video. Gas must be refilled in the motors to the level it was received by the customer. Customers will receive the proper equipment for safe boating on Georgia or Alabama waters. They will receive enough life jackets for the number of occupants on board.

i. Utility/v-hull boats will hold no more than four people or exceed the combined weight of 470lbs. Jon/flat, bottom boats will hold no more than three people or exceed the combined weight of 420 lbs.

n. Customers renting a car hauler, trailer, boat, super cooker grill, or camper will receive instructions on proper towing safety, tie-down procedure, and emergency maintenance. It is the customer's responsibility to ensure that the towing vehicle has the proper electrical connections required and proper ball size for tow hitch for safe operation.

o. According to AR 210-65, no opened containers of alcohol are permitted on the boat or in the vehicle at any time.

p. ODR nor the United States Army is responsible for any damages incurred to the customer's POV, other personal property, or person(s) while transporting or using rental equipment. Please refer to the Hold Harmless Agreement for further information.

5. Procedures:

a. All customers must provide the following information:

i. Valid government ID

ii. Name, current address, current phone number

b. Each customer must initial and sign the Rental Sales Receipt.

c. Each customer must sign a Hold Harmless Agreement.

d. Each customer will receive a receipt for the rental fees and deposit payment.

e. After all fees are collected, the receipt is signed, a copy stamped "PAID" and a copy stamped "WAREHOUSE OUT" are given to the customer. The customer will be directed to the ODR warehouse to pick up their rental items(s) where they must present the "WAREHOUSE OUT" copy of their receipt to a warehouse staff member. The customer should retain the copy stamped "PAID" and return it with the rental equipment.

f. A staff member will bring all rental equipment to the bay door of the warehouse or accompany customer to the equipment storage location.

g. The customer should carefully examine the equipment being checked out. Damages and/or soiled equipment should be reported to the staff member and noted on the receipt prior to leaving the ODR warehouse.

h. For certain items, a staff member will review an itemized checklist with the customer, i.e. camper and inflatable rentals. The customer and staff member will both sign off on the checklist at the time of checkout and when the rental equipment is returned.

i. The customer is responsible for loading all items into their POV and then unloading them upon return.

j. ***Moving Truck rental agreement should remain with the vehicle at all times. ***

k. There will be a minimum of \$15.00 cleaning fee for rental items that are returned dirty. ODR reserves the right to deny receipt of the equipment if it has not been cleaned; if this causes the equipment to be checked in late, the late fee still applies and will be assessed to the customer's account for payment.

l. Campers must be dumped and empty of all wastewater in the holding tank. A dumping fee of \$25.00 will be assessed to the customer if the wastewater tanks have not been dumped. ODR reserves the right to deny receipt of the camper if the camper is holding tank has not been dumped; if this causes the equipment to be checked in late, the late fee still applies and will be assessed to the customer's account for payment.

m. Pets are not permitted in our campers in order to protect our customers that may have pet allergies. Pet dander is extremely hard to remove from our campers and could cause a severe allergic reaction to a customer that has these types of allergies. A cleaning fee will be assessed to the customer if pet hair or signs that a pet has been in a camper are present at the time of the camper being returned to ODR Equipment Resource Center. Due to the additional deep cleaning expense, a cleaning fee up to \$100.00, as determined by a manager, will be assessed to the customer.

n. The customer must return to the ODR Equipment Resource Center to close out the rental item(s) with the Front Desk Staff. If the customer fails to confirm with the Front Desk Staff that the rental items have been received by ODR, the customer will accrue late fees until it is confirmed that the rental item(s) has been returned in satisfactory condition.

o. The customer must present their government ID to the Front Desk Staff and the copy of their stamped "PAID" receipt. If the item(s) is being checked in by an individual that is not on the rental form and a damage/cleaning fee is assessed, the customer's deposit will be held until payment is received for the item.

p. If a refund is due to the customer, the Front Desk Staff will process it accordingly. The refund will be the same form of payment as the deposit. The only exception is a check, which will be refunded as cash. Cash refunds up to \$100.00 will be issued by ODR. Cash refunds exceeding \$100.00 will be processed through Red River-the first \$100.00 is given to the customer by ODR and the remaining amount will be issued in check form by Red River within two weeks. The check will be mailed directly to the customer's address on file.

q. If money is owed to ODR, payment must be made at that time by the customer.

r. The customer will receive a final receipt showing the transaction and a \$0 balance.

s. A copy of all rental transactions is kept by the ODR office.

6. Responsibilities:

a. ODR Manager will have overall responsibility for the program.

b. ODR Front Desk Staff will:

i. Prepare all documents necessary for the customer to sign and date

ii. Act as the POC regarding the rental item(s)

iii. Accept monetary payment in the form of cash, check, money order, or credit card for each transaction and process accordingly

iv. Provide a receipt to each customer for all rental items

v. Maintain current files with all rental receipts

c. ODR Warehouse Staff will:

vi. Ensure all equipment is clean and operable prior to presenting it to the customer

vii. Bring all rental items to the bay door of the warehouse or accompany customer to equipment storage location for the customer to pickup and load into their POV

viii. Provide instructions on proper safety, tie-down procedures, and emergency maintenance to customers

ix. Give each customer a copy of the instruction sheet and/or owner's manual when applicable

x. Along with the customer, note any discrepancies, i.e. damage, missing parts, and/or cleanliness on the customer's receipt when checkout and upon return.

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