



Rental Policy

Payment: Camping gear reservations require a deposit of 10% of the total rental amount. The remainder is paid at the time the camping gear is picked up at our office. Payment is accepted by Mastercard, Visa or Cash. No checks.

Deposits: A security deposit is required for all camping gear. The security deposit is determined by the equipment rented and will be stated on your Reservation. The entire deposit or part of it will be refunded when an inspection of all camping equipment rented has been carried out by a Western Wanderer supervisor. Refer to "Damage/Dirty/Lost Policy" for full deposit refund explanations. Deposits can be made with VISA, MasterCard or cash. We will hold your credit card information or cash deposit until all rental items have been checked. We will inform you of any charges we will make to your credit card.

Rental Pick Up: Camping gear can be picked up between 7:00am and 5:00pm daily – by appointment only. Refer to "Late Return Policy" for more information.

Late Returns: Rental equipment returned after the return date outlined for each rental agreement will be charged a minimum of one days rental charge per day past the return date indicated.

Damage/Dirty/Lost Policy: If any item of the rental equipment is returned in a state of disarray, damaged or dirty condition, the renter will be responsible for cleaning and repair costs. Shop rate will be charged (\$55.00/hour, \$30.00 minimum), plus any parts and materials for cleaning or repair. All costs will be deducted from the security deposit and the remainder of the security deposit refunded. Replacement cost for lost, stolen or destroyed rental equipment is full suggested retail value and \$30.00 administration charge.

Cancellation Policy: Cancellations are accepted up till the date of the rental. The 10% deposit will not be refunded.