



## USC OAR Rental Policies

### General Information:

1. Rental equipment may only be picked-up during USC OAR business hours (refer to our website)
2. Rental privileges are for USC students and current Lyon Recreational Center members. Valid ID or membership card must be verified by USC OAR staff prior to checking out equipment.
3. USC OAR reserves the right to refuse rental service to anyone.
4. Rented equipment is intended for use by the renter and not to be given to a third party.
5. Individuals abusing equipment or not following procedures may become ineligible to rent equipment in the future.
6. Once our staff has reviewed your request, you will receive a rental confirmation email. Submitting a rental request does not confirm nor guarantee we will be able to accommodate everything you have requested.
  - a. We work on first come, first serve basis and we will try our best to fulfill your request based on your needs and our equipment availability
7. It is the renter's responsibility to inspect the equipment before leaving on trip, so if there are any damages or missing parts that may have been overlooked, we can try to provide a replacement. If a replacement is not available, we will provide a full refund.
8. If the renter does not know how to properly use the rental equipment (i.e. setting up tents), renter should notify USC OAR staff at the time of reservation and verbal instruction will be provided. Once the equipment is in your possession, proper use and care of the equipment is your responsibility and any damages will incur a fee.



### Additional Information and Fees

USC OAR reserves the right to force charge the credit card/deposit for anyone who fails to pay required fees or other amounts due.

By providing payment and reserving equipment, renter authorizes USC OAR to charge any necessary fees due only after notification.

1. Deposits
  - a. Required at the time of the reservation to secure rental. The deposits will be released once all equipment is returned and inspected.
  - b. Deposits can be secured with a credit card (authorization only) or internal requisition
2. A **non-refundable service fee of \$5** will be applied to the following:
  - a. Same day equipment rentals
  - b. Changes made to reservations less than 24 hours prior to intended pick up date
  - c. Cancellations (please see section below)
  - d. Failure to pick up equipment reservation without proper notice (additional fees may apply)
3. Cancellation
  - a. All cancellations will be charged a \$5 service fee
  - b. A reservation cancelled more than 24 hours prior to intended pick up date will be honored without incurring any additional cancellation fees
  - c. A reservation cancelled less than 24 hours prior to intended pick-up date will be charged 50% the total reservation.
4. Failure to pick up equipment reservation without notice
  - a. Renter will be charged 50% of the total reservation.

### Dirty/Damaged/Lost Equipment

5. Renter is held financially responsible for cleaning, theft, loss, abnormal wear and tear damage, and late fees.
6. Renter will be charged a \$10 cleaning fee for equipment that is returned dirty and/or wet.
7. Cost of lost, damaged or unreturned equipment will be assessed at the current retail price and/or for repair or replacement fees, determined by USC OAR.

### Late Fee

1. If renter does not return the equipment on the scheduled return date, they will be charged a **\$10 late fee per day**, up to ten business days.
2. If equipment is not returned within ten business days of scheduled return date, items will be considered lost, the entire deposit will be forfeited and the renter may also be charged additional replacement fees.



### Refunds

Any request for a refund must be submitted to and approved by the USC OAR manager.

### Contact Information:

Phone: 213.740.5127

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