



OUTDOOR ADVENTURES

Equipment Rental Policies & Guidelines

MCB Quantico
27175T Telegraph Road
Quantico, VA 22134

Hours and Contacts

HOURS OF OPERATION

Summer (MAY 1 – OCT 31)	
Sunday, Monday, Thursday, Friday	1000-1800
Tuesday and Wednesday	Closed
Saturday	0900-1800
Winter (NOV 1 – APR 30)	
Friday, Saturday, Monday	1000-1800
Holidays	
See MCCS website or Facebook for times. http://www.quantico.usmc-mccs.org/	

Outdoor Adventures Center (OAC) Office

Location:

Quantico: Building 27175T on Telegraph Road

(Across the MCB Quantico Westside Gate and NCIS Russell Knox Building)

Contacts:

Reservations Desk: 703-432-6484

Program Manager: 703-432-6489

Mailing Address:

Attn: MCCS Quantico Outdoor Adventures

27175T Telegraph Road

Quantico, VA 22134

Website: <http://www.quantico.usmc-mccs.org/index.cfm/recreation/quantico-outdoor-adventures/>

Eligibility for Equipment Rentals

Rentals Eligibility

Any person using equipment and programming for Outdoor Adventure rentals shall be positively identified as an authorized patron of the activity. Proper security measures are taken to prevent unauthorized use. Identification of authorized patrons shall be an official Armed Forces identification (ID) card or other authorized identification as defined in MCO 5210.11F.

- Officers, enlisted Active Duty, reservists on active orders, retirees, dependents and persons of other services officially attached or assigned to orders are eligible to participate in activities offered by Outdoor Adventures, including DOD civilian employees.
- All participants must hold a respective valid ID card to be eligible to rent equipment as well as participate in activities offered from Outdoor Adventures.
- Active Duty dependents must be at least 18 years of age or accompanied by a legal guardian who holds a valid ID card if underage to rent equipment.
- Customers MUST show ID when checking out equipment.

Reservation Policies

Rental Policy

Reservations and walk-ins are now welcome at Outdoor Adventures. Customers have two different ways that they may make reservations:

- 1) They may make a reservation and pay a non-refundable deposit of \$5.00 securing their reservation for the whole business day of their scheduled check out time. The \$5.00 deposit will be go towards the total cost of the reservation.
- 2) Customers may make reservations without paying a deposit, however customers will be required to schedule a pick up time between 10am and 12pm. Customers will receive a 2 hour window, from scheduled time, to pick up their rental items before the items are open to the public again.

Return Policy

Items must be returned by the return day and time indicated on the *Rental Sales Receipt*. Normal rental length of time is 24 hours (one day) from pick-up time. Customers must return equipment **no later than a one hour past** their allocated reservation time. Failure to return items on time will result in an additional late fee and if applicable, fees for any lost revenue will be applied to the late charges. Please see Return Policy and Procedures for details.

Refund Policy

ALL RENTAL RESERVATIONS taken off the compound are considered final and warrant NO REFUND. It is up to the customer to take responsibility for all factors which could occur during their period of rental, which is to include but is not limited to inclement weather, lack of interest, change of plans, etc.

Items for Unit Function Use

“Unit events” are those designated by the MCCS Coordinator as official unit functions (i.e. family days, homecomings, deployment briefings, etc.). Units will receive a 50% discount off published rental rates for any item regardless of the day of the week. Equipment is subject to availability and will be reserved on a “first come, first served” basis.

All functions not designated as “unit events” will be charged the standard rental fee regardless of day. All requests for unit use **MUST** be coordinated through the unit’s MCCS Coordinator.

For all questions and request for use of Outdoor Adventures equipment for unit functions please contact the Outdoor Adventures manager.

Equipment Travel Distance

MCCS Quantico Outdoor Adventures will allow customers to take all rental items a maximum of 200 miles. Customers wishing to take items farther than 200 miles will be required to sign a waiver acknowledging that the customer will assume all expenses incurred to return the item should the item have malfunctions or become damaged. MCCS/QOA will not reimburse customers who have items outside the 200 mile limit for transportation, repairs, or other costs associated with damages that are not the direct responsibility of QOA.

Payment Methods

OAC accepts cash, personal checks, credit cards (Visa, MasterCard, American Express, and Discover), debit cards, Star Cards and MCCA gift cards.

Check-Out Policies

Waiver of Liability

All customers wishing to checkout items from OAC are required to sign the “MCCA Quantico Outdoor Adventures Rental Equipment Use Agreement.” Items may not leave the compound without this signed agreement.

Equipment Check-Out Times

Equipment checkouts will be completed during normal posted business hours only. Please allow at least 30 minutes for all equipment checkouts. Pricing is indicated in the “Rental Equipment Pricing List”. Customers failing to return equipment on time will be subject to a late fee charges.

½-Day Policy - Customers wishing to utilize equipment for a shorter period of time may check out equipment on a first come/first served basis for up to four hours during a normal business day for 4 hour pricing. Items will not be checked out for ½ day usage overnight.

Summer (Mon-Thur) Policy – During Summer Hours of Operation customers wishing to utilize equipment during Tuesday and Wednesday closers may check out equipment on a first come/first served basis for up to 72 hours, starting Monday to Thursday.

Liberty Weekend Policy - Customers wishing to utilize equipment over the entire weekend period may check out equipment on a first come/first served basis for up to 72 hours, starting Friday to Monday. After 1600 on Thursday customers may apply the Liberty Weekend Policy*. ****Items Rented on Thursday are due back that upcoming Monday no later than 1200****

Weekly Policy - Customers wishing to utilize equipment for an extended period of time may check out equipment on a first come/first served basis for up to 144 hours, this will start from the day of rental till the seventh day of rental return.

Damages

MCCA OAC staff will inspect all outgoing items in conjunction with the renting party for damages and areas of concern with each item.

It is the responsibility of the renting party to ensure notation of any damages to equipment prior to taking possession. All fees for restoration and/or replacement of damaged and/or lost items will be determined by the manager. These fees will apply to any returned equipment with damages not noted on the check-out form. ***FEES MUST BE PAID TO FINALIZE ALL RETURNED RENTALS.***

Military Units that reserve items are subject to charges on their Unit Funds for items returned with damages not noted on check-out form. In the event of joint unit functions the reserving command will be responsible for applicable damage fees.

Working Order Understanding

All items are issued in proper working order. It is the responsibility of the customer to ensure they have a full and proper understanding of the use and utilization of the item they are renting. OAC staff will assist in answering any questions to ensure the customers’ understanding. MCCA

is not liable for damages to property, injury or other instances which result from the improper use or knowledge of the item rented.

Equipment Malfunctions

In the event that an item malfunctions while in the customers' possession, contact the OAC Office for assistance. All attempts will be made to troubleshoot the problem over the phone, but in the case that a fix cannot be made, the item will be inspected upon return and a course of action decided. If you are in the local area, you may bring the item by for an exchange or repair.

Return Policies and Procedures

Late Returns

All items must be returned on the due date accordingly to their package duration. Normal rental lengths are on a 24 hour bases from time of pick-up. There is an automatic late fee charge for all items held outside the duration of the time indicated on their rental agreement. Late fees are as follows:

Waiting Rental Reservation: Respective equipment late fee plus all lost revenue not accrued from other customers.

Non-Waiting Rental Reservation: Respective equipment late fee

Note: All late items not returned by the following days indicated within the rental agreement will have the late fee charge upgraded to a FULL one-day rental charge for EACH INDIVIDUAL full day held outside the rental agreement.

All late fees are due upon return of the item.

After Hours Returns

Customers are **not allowed** to leave their rental at the OAC site after hours as a means of returning items. Customers who return items in this manner are subject to replacement and/or repair of any equipment left after hours and is deemed damaged or stolen as a result