

OUTDOOR RECREATION

Rental and Return Policies and Procedures

Current as of July 1, 2006



Hours of Operation

Monday, Tuesday, Thursday, Friday – 8am – 6pm

Saturday, Sunday, Holidays – 10am – 5 pm

Wednesday (Trips) – Closed

Phone: 225-4552

- 1. Eligibility:** Equipment is available to all Active Duty Military, Reserve, National Guard and retired military personnel and their family members with a valid I.D. card. Family members must be 18 years of age or older unless sponsor has given consent on AF Form 163: Sponsor/Parental Authorization to Checkout Equipment. Local Nationals and base contractor employees working on Yokota AB may check out equipment with a base identification card. Persons not assigned to Yokota AB must have official TDY, leave orders, or other official documentation showing organization assigned or residence. Customers may not use equipment for personal financial gain or allow individuals who are not authorized customers to use the equipment.
- 2. Rental Fees:** Rental fees are approved by the base NAF Council. Items may be checked out or turned in anytime during our regular operating hours unless otherwise annotated on your receipt. The rental period begins the day the customer picks up the equipment and ends the day the equipment is returned. Late fees will be assessed on all items returned past the due date and time designated on the receipt. We do allow some equipment to be reserved; therefore, in the event a customer would like to extend the rental period of reserved equipment beyond the original due date and time, he/she must get the extension approved and pay for the period of extension. Please retain your copy of the Rental Agreement and present it when picking up or returning equipment.
- 3. Reservation Policy:** Equipment use is first-come, first served except for items of limited supply per AFI 34-268, chapter 3.16.2, Air Force Outdoor Recreation Programs and Procedures. Equipment marked (Res.) on the price list may be reserved with full payment up to 30 days in advance by Active Duty Military, Reserve, National Guard and their family members with a valid I.D. card. Local Nationals and base contractor employees may reserve equipment marked (Res.) on the price list with full payment up to 20 days in advance. Reservation requests for squadron or official functions must be made in accordance with the Recreational Equipment Loan to Organizations policy letter. Items not picked up by the scheduled reservation time become available for issue to other customers. Refunds for cancellation of equipment reservations require your receipt. Cash refunds will be given for reservations paid for by cash or check, and credit refunds will be given for reservations paid by credit card. Our refund policy is as follows, 3-days or more notice=90% refund, 2-days notice=75% refund, 1-day notice=50% refund. There can be no refund given for less than one-day notice or no shows. Also no refunds can be given for reserved items returned early. A full refund can be given only in the case of valid military duty commitment. Written verification of duty commitment and your receipt will be needed at time of refund request.
- 4. Checkout/Turn-in Policy:** Please retain your receipt and present it when picking up or returning equipment. Each customer has the responsibility to check each item's condition and, if needed, ask for oral or written operating instructions before signing the rental agreement. If any item is unacceptable, please ask Outdoor Recreation to exchange it. Rental fees are not refunded or omitted because the customer does not know how to use the equipment once it has left the premises. The person who signs the rental agreement is responsible to ensure that the items are returned clean and dry by the due date and time, if applicable late fees will be assessed. Per AFI 34-268, chapter 3.16.1.5 repair or replacement costs can be recouped for damaged, lost or destroyed items. A \$5 cleaning fee will be charged for each item that is returned dirty except for BBQ grills. BBQ grills will not be accepted until they are properly cleaned.