



## **Wolfe's Neck Oceanfront Camping Rental Equipment Policies**

*Paddle Sports, Camping Gear, and Bike Rentals*

### **Paddling Equipment Rental Policies**

*Kayaks, Canoes, and Standup Paddleboards*

#### **Timing**

- Boats and paddleboards are available in two-hour blocks of time, scheduled around high tide. You must arrive 15 minutes before your scheduled time. This will allow for time to select and properly fit your equipment, discuss important information, and provide a brief on-land training if needed. If you arrive late, you may need to wait a few minutes while our staff member assists other guests getting on the water.
- Please return your boat or paddleboard at the designated time. Late returns cause problems for staff and other guests. Kayaks and canoes must be back at the shoreline rack on time. For paddleboards, please account for the time it takes to carry the board back to the Paddling Center. NOTE: To reach the water, paddleboard renters must carry their board approximately 450 feet down a wooded trail and onto the rocky shoreline.
- Paddling rentals may be booked up until 30 minutes prior to each session. All rentals must be paid in full at the time of booking. Reservations can be made online, by phone, in person at the Farm Store, or at the Paddling Center 30 minutes prior to each session.

#### **General Policies**

- o For paddling equipment rentals there must be at least one adult aged 18 or older (the 'Primary Renter') responsible for the people and rented equipment in their party. That person must sign a Rental Agreement and be present with his/her group at all times on land and water.
- o Prior to using the rented items, Primary Renter must inspect all Rental Equipment carefully and report any damaged Rental Equipment to a staff member. Failure to note any discrepancies may result in a fee for damaged or missing equipment.
- o For kayaks and canoes there is no minimum age requirement. Infants must be able to sit independently and wear a properly fitted infant Personal Floatation Device (PFD), which we can provide. When paddling with young children, the responsible adult should have previous paddling experience and an understanding of the elevated risks involved.



- o For standup paddleboards, children must have full body control (standing and walking steadily) and be comfortable swimming with a PFD on. Many kids under age 10 prefer riding on a parent's board. Child-sized boards, designed for 8-12 year olds may be available.
- o Dogs are permitted to use rental equipment with a responsible adult. Understand that animals can be unpredictable and may increase the risks involved in paddling. We recommend dog PFDs and have a limited number available to lend.
- o If you have any questions or concerns, please ask or bring the issue to the attention of Wolfe's Neck Oceanfront Camping (WNOC) staff

### **Safety Policies**

- o **SAFETY EQUIPMENT: All people using WNOC equipment are required to wear a properly-fitted personal floatation device (PFD) while kayaking or canoeing. Paddleboarders must either wear a PFD or wear a leash and carry a PFD on the board.** You understand that use of a PFD does not remove all risks of injury, nor does use of a PFD make boating or paddleboarding inherently safe.
- o Consumption of drugs and/or alcohol are strictly prohibited during use of any Rental Equipment
- o **Watercraft must stay within 250 yards of the shore at all times.** Our recreational kayaks, canoes, and paddleboards are not designed for ocean conditions and are only suitable for excursions near the shoreline.
- o **Weather and water conditions can change quickly.** Renter must be prepared to adjust on-water plans based on the conditions and the skill level of their least-skilled group member.

### **Cancellation & Refunds**

- o Cancellations made 24 hours or more prior to the scheduled start time receive a full refund
- o Cancellations made less than 24 hours prior to the scheduled start time may receive a full refund minus a \$10 cancellation fee per individual
- o Reservations rescheduled less than 24 hours prior to the scheduled start time will be charged a \$5 rescheduling fee
- o We will not offer refunds for inclement weather unless WNOC decides to cancel boating due to dangerous wind or water conditions.



## **Camping Equipment Rental Policies**

### **Rental Equipment Pick-Up**

- o Camping Rental Equipment may be reserved online until 5:00pm the day before the reservation starts. Same-day reservations may be available upon check-in.
- o For camping equipment rentals there must be at least one adult age 18 or older (the 'Primary Renter') responsible for the people and rented equipment in their party. That person must sign a Rental Agreement and inform all group members of our policies.
- o Upon receipt of the rented items, Primary Renter must inspect all Rental Equipment carefully and report any missing or damaged Rental Equipment to a staff member. Failure to note any discrepancies may result in a fee for damaged or missing equipment.
- o If you have any questions or concerns, please ask or bring the issue to the attention of Wolfe's Neck Oceanfront Camping staff

### **Equipment Use**

- Rental Equipment must be used responsibly and as intended. If you have any questions about how to use the equipment, please discuss it with Wolfe's Neck Oceanfront Camping (WNOC) staff.
- Smoking is not permitted in or near rented tents, shelters, hammocks, sleeping gear, or propane stoves. Please try to minimize Rental Equipment exposure to campfire smoke.
- Do not allow bug spray to contact Rental Equipment as it can cause significant damage to surfaces and protective coatings.
- Pets are allowed in and around Rental Equipment, but must not cause damage or mess that requires significant cleaning.

### **Rental Equipment Return**

- o Rental Equipment must be returned to the Farm Store by or before 11:00am on the scheduled return date. Items not returned by 11:00am on the scheduled return date will incur an additional \$10 late fee per item.
  - o NOTE: Leave tents and pop-up canopies fully set up on your site, clear of trash and debris, when you leave. We will pack them away once we've done an inspection.
- o Please ensure all items are clean and free of food residue. It's important to let us know if the items were put away damp or if damage was incurred during the rental period.
- o A cleaning fee of \$15.00 per item will be collected if it is not returned in the same condition in which you received it. You will be charged a fee up to the brand



new replacement cost of the Rental Equipment if it is returned damaged, or not returned, regardless of the age of the Rental Equipment at the time of rental. Wolfe's Neck Oceanfront Camping shall determine, in its sole discretion, if damaged Rental Equipment will be repaired or replaced at your expense.

### **Cancellation & Refunds**

- o Cancellations made 24 hours or more prior to the scheduled pick-up time receive a full refund
- o Cancellations made less than 24 hours prior to the scheduled pick-up time may receive a full refund minus a \$10 cancellation fee per individual
- o Reservations rescheduled less than 24 hours prior to the scheduled pick-up time will be charged a \$5 rescheduling fee
- o We will not offer refunds for inclement weather

### **Bike Equipment Rental Policies**

#### **Reservations & Timing**

- Bikes are available in half-day (9:00am-1:00pm or 1:00pm-5:00pm), full day (9:00am-5:00pm), and multi-day increments.
  - o Single-day rentals are available same-day walk-up for 9:00am or 1:00pm sessions. Check-in is at the Farm Store.
  - o Multi-day rentals may be booked online and can be picked up at 9:00am or 1:00pm on the first day of the reservation. However, if you have a camping reservation you may pick up your bike rental at check-in, any time after 1:00pm. After-hours arrivals will have to wait for the following morning. On the last day of the rental period, bikes must be returned by 5:00pm.
- The return times (either 1:00pm or 5:00pm) are firm. If you arrive late to the start of a scheduled session you will have to reduce the length of your rental experience to return the bike on time. We do not offer pro-rated fees for shortened sessions.
- Our staff will outfit you with a properly-sized bike and helmet. We'll provide important safety information and give an overview of the area. Those who have rented a child trailer will receive additional instructions about its use.

#### **General Policies**

- For bike rentals there must be at least one adult age 18 or older (the 'Primary Renter') responsible for the people and rented equipment in their party. That person must sign a Rental Agreement and be accountable for the appropriate use of Rental Equipment, even if that person is not participating in the activity.



- Prior to using the rented items, Primary Renter must inspect all Rental Equipment carefully and report any damaged Rental Equipment to a staff member. Failure to note any discrepancies may result in a fee for damaged or missing equipment.
- If you have any questions or concerns, please ask or bring the issue to the attention of Wolfe's Neck Oceanfront Camping (WNOC) staff
- Bikes may not be transported by vehicle off Wolfe's Neck Center property. They are intended for use on campground roads, Burnett Rd., and the adjoining town roads.

### **Safety Policies**

- **SAFETY EQUIPMENT: All people using WNOC's bicycles are required to wear a properly-fitted and secured helmet while biking.** You understand that use of a helmet does not remove all risks of injury, nor does use of a helmet make biking inherently safe. NOTE: The State of Maine requires all minors under the age of 16 wear a helmet at all times while biking.
- Consumption of drugs and/or alcohol are strictly prohibited during use of any Rental Equipment

### **Cancellation & Refunds**

- Cancellations made 24 hours or more prior to the scheduled start time receive a full refund
- Cancellations made less than 24 hours prior to the scheduled start time may receive a full refund minus a \$10 cancellation fee per individual
- Reservations rescheduled less than 24 hours prior to the scheduled start time will be charged a \$5 rescheduling fee
- We will not offer refunds for inclement weather unless WNOC decides to cancel bike rentals due to dangerous weather conditions.