



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
IMCOM DIRECTORATE - TRAINING
1 KARKER STREET, MCGINNIS-WICKAM HALL
FORT BENNING, GEORGIA 31905-5000

AMIM-BEW-B

May 2021

Directorate of Family, Morale, Welfare, and Recreation
Outdoor Recreation & Equipment Resource Center

Standard Operating Procedures
Equipment Rental Procedures

1. **PURPOSE:** The following guidelines will be utilized for the checkout of equipment at FMWR Outdoor Recreation and Equipment Resource Center, 7310 Gillespie Street, building 1707 Fort Benning, Georgia 31905.
2. **REFERENCES:**
 - a. AR-210-5, paragraph 5-14, Open Containers
 - b. AR 215-1, paragraph 7-1, Eligibility
 - c. AR 215-1, paragraph 8-25, Outdoor Recreation
 - d. Limited Liability Waiver
3. **SCOPE:** Active duty and retired Soldiers, their dependents, active and retired National Guardsmen, their dependents, active and retired Reservists, their dependents, veterans with 100 percent service-connected disability, honorably discharged, Medal of Honor recipients, and DoD Civilians, (hereinafter referred to as customers) may check out equipment from Outdoor Recreation (ODR).
4. **GENERAL:**
 - a. Customers may reserve equipment up to 60 days in advance by paying full amount of rental fee.
 - b. All rental fees, and deposits if required, must be paid before release the equipment to the customer. Payments may be made in person using cash, check, money order, VISA, MasterCard, American Express, and Discover Card. Credit card payments can be made over the phone. All customers will receive a receipt in person or e-mail.

- c. Returned checks will be processed through FMWR. All fees associated with the returned check will be explained, assessed, and collected by FMWR.
- d. If the rental item(s) is checked out prior to 1200, the item(s) will be due back on the date listed on the rental receipt by 1200. If the rental item(s) is rented after 1200, the item(s) will be due back on the date listed on the rental receipt by close of business.
- e. A late fee equal to the first day's rental fee will be assessed to the customer's account for each day the equipment is late.
- f. Customers must return equipment to the ODR warehouse where a Facility Operator (FO) will check the customer's receipt to ensure all equipment(s) is returned and in serviceable condition, i.e. clean, dry, no damage, and repacked.
- g. There will be a minimum \$25 cleaning fee for rental items that are returned dirty. ODR reserves the right to deny return of equipment if it has not been cleaned; if this causes the equipment to be checked in late, the late fee applies and assessed to the customer's account.
- h. Campers holding tank(s) must be dumped and empty of all wastewater. A \$25 dumping fee will be assessed to the customer if the wastewater tank(s) have not been dumped. If this causes the equipment to be checked in late, the late fee still applies and will be assessed to the customer's account.
- i. Pets are permitted in designated campers in order to protect our customers that have pet allergies. A \$25 cleaning fee will be assessed to the customer's account if there is evidence of a pet being inside of a non-pet friendly camper. If a deep cleaning is necessary a fee of up to \$100 will be assessed to the customer's account by the discretion of the Assistant Business Manager.
- j. Fees for repair and/or replacement costs will be determined by the ODR Assistant Manager for any items that are returned damaged. If the customer cannot pay for the repair/replacement in full, the customer can make payment arrangements with the ODR Assistant Manager.
- k. It is the customer's responsibility to provide ODR a police report when one is required, i.e. vehicle accident that involved towable equipment or moving trucks, and/or lost/stolen items.
- l. Cancellation of a reservation less than 48 hours prior to the checkout of equipment will result in forfeiture of the first day's rental fees.

m. Customers utilizing ODR's moving trucks must be at least 18 or older, present a valid driver's license, and proof of current car insurance. The odometer reading and diesel fuel level will be notated on the customer's receipt. The customer will be charged 50 cents per mile and the truck must be returned with the same fuel level as it had when it was checked out. If returned with less than the agreed amount of fuel, the customer will be charged a premium gas charge that will be determined by the Assistant Business Manager.

n. Customers utilizing ODR's boats must present a valid boater safety card, or watch a boating safety video and sign a roster at ODR's office. Customers will receive the proper equipment for safe boating on Alabama or Georgia waters, this includes life-jackets for all occupants. The boat(s) must be returned with the same fuel level as it had when it was checked out. If returned with less than the agreed amount of fuel, the customer will be charged a premium gas charge that will be determined by the Assistant Business Manager.

o. Utility/v-hull boats will hold no more than 4 people or exceed the combined weight of 470 pounds. Jon; flat/bottom, boats will hold no more than 3 people or exceed the combined weight of 420 pounds.

p. Customers renting a car hauler, trailer, moving truck, boat, super cooker grill, or camper will receive instructions on proper towing safety, tie-down, and emergency maintenance. It is the customer's responsibility to ensure the towing vehicle has the proper electrical connections required and proper ball size for tow hitch for safe operation. The FO will do a brake light inspection before the customer leaves ODR property.

q. AR 210-5, paragraph 5-14, states that no open containers of alcohol are permitted on the boat or in the vehicle at any time.

r. The United States Army nor ODR is responsible for any damages incurred to the customer's privately owned vehicle, property, or person(s) while transporting or using rental equipment. Refer to the Limited Liability Waiver.

5. PROCEDURES:

a. Customer must provide the following information.

(1) Valid government issued I.D.

(2) Name, current address, current phone number and e-mail address.

b. Each customer must sign and initial the Rental Sales Receipt

c. Each customer must sign the Limited Liability Waiver

- d. Each customer will receive a receipt for the rental fees and deposit (if applicable).
- e. After the fees are collected, two receipts will be printed. One copy the customer will sign and the Front Desk staff will stamp it with "PAID". The second receipt will be stamped with "WAREHOUSE OUT". The customer will be directed to the ODR warehouse, where they will present the "WAREHOUSE OUT" receipt to a FO. After the FO has received the "WAREHOUSE OUT" receipt, the rental item(s) can be released to the customer. The customer is advised to retain the "PAID" stamped receipt for his/her personal records.
- f. A FO will bring all rental equipment to the bay door of the warehouse or escort the customer to the equipment storage location.
- g. The customer is advised to carefully examine the equipment before accepting it. Damaged and/or soiled equipment should be reported to the FO and noted on the receipt prior to leaving ODR's warehouse.
- h. The FO will initial the receipt stating they have gone over the proper handling procedure of equipment and that the equipment is in an acceptable condition.
- i. A FO will assist with loading equipment(s) if the customer has a truck or a trailer. If the customer has any other vehicle, it will be the customer's responsibility to load. ODR will not assist with unloading once the equipment leaves the premise.
- j. The moving truck rental agreement must remain in the vehicle at all times.
- k. There will be a minimum of \$25 cleaning fee for rental items that are returned dirty. ODR reserves the right to deny return of equipment if it has not been cleaned. If this causes the equipment to be checked in late, the late fee applies and assessed to the customer's account.
- l. Campers must be dumped and empty of all wastewater in the holding tanks. A \$25 dumping fee will be assessed to the customer's account if the wastewater tanks have not been dumped. ODR reserves the right to deny return of the camper if the camper's holding tank has not been dumped. If this causes the equipment to be checked in late, the late fee applies and assessed to the customer's account.
- m. Pets are permitted in designated campers in order to protect our customers that may have pet allergies. If there is any evidence of a pet being in the camper a \$25 cleaning fee and any additional deep cleaning fees will be assessed to the customer's account. The Assistant Business Manager will determine the additional costs of the deep cleaning fee.

- n. The customer must return to ODR's Front Desk to close out the rental item(s) account. If the customer fails to confirm with the Front Desk staff rental item(s) have been received by a FO, late fees will be accrued to the customer's account for each day it remains open.
- o. The customer must present a valid government issued ID to the Front Desk staff and a copy of their stamped "PAID" receipt. If the item(s) is being returned by an individual that is not on the rental form and a damage/cleaning fee is required, it will be assessed to the customer's account.
- p. If a refund is due to the customer, the Front Desk staff will process it accordingly. The refund will go back to the original form of payment. The only exception is a check, which will be refunded as cash, up to \$100. If the cash refund exceeds the \$100 limit,
 - q. the first \$100 will be refunded to the customer and the remaining balance issued in a check by DFAS within 14 business days. The check will be mailed directly to the customer's address on file.
 - (1) If money is owed to ODR, payment must be made at that time by the customer.
 - (2) The customer will receive a final receipt showing the transaction and a zero balance.
 - (3) A copy of all rental transactions will be kept by the ODR office for six (6) months.

6. RESPONSIBILITIES:

- a. ODR Assistant Manager will have overall responsibility for the program.
- b. ODR Front Desk Staff will:
 - (1) Prepare all documents necessary for the customer to sign and date.
 - (2) Act as the POC regarding the rental item(s)
 - (3) Accept monetary payment in the form of cash, check, money order, or credit card for each transaction and process accordingly.
 - (4) Provide a receipt to each customer for all rental items.
 - (5) Maintain current files with all rental receipts.
- c. Facility Operator staff will:

- (1) Ensure all equipment is clean and operable prior to presenting it to the customer.
- (2) Bring all rental items to the bay door of the warehouse or accompany the customer to equipment storage location for the customer to pick up and load into his/her POV, if it's a truck or trailer.
- (3) Provide instructions on proper safety, tie-down procedures, and emergency maintenance to customers.
- (4) Along with the customer, note any discrepancies, i.e. damage, missing parts, and/or cleanliness on the customer's receipt when checking out and upon return.

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