

Wild Island Adventure Hire Terms and Conditions

Wild Island Adventure Hire commits to provide hire of adventure equipment that is clean, operative and of a high standard. This is achieved by regular, thorough maintenance and cleaning and by providing users with information to assist in the care and proper use of equipment.

- Wild Island Adventure Hire (WIAH) including staff and representatives accept no responsibility for injury, illness, death, or loss that results from the hire and use of equipment supplied by WIAH.
- Damage to and soiling of equipment beyond wear and tear, as deemed by WIAH, will incur a fee to repair, clean, or replace the item as necessary and set out below in these terms conditions.
- 'Wear and tear' is damage to and soiling of equipment that is reasonable to expect from proper use.
- 'Proper use' is use of equipment as intended by manufacturer/designer. WIAH accepts that from time to time accidents do happen with our equipment and a common ground on the accident will be negotiated with the client.
- 'Improper use' or 'negligent use' will incur a charge as set out below in the terms and conditions
- If booking is cancelled more than 30 days from commencement date, 15% cancellation fee applies.
- If booking is cancelled more than 14 days from commencement date, 25% cancellation fee applies.
- If cancelled between 14 and 7 days from commencement date, 50% cancellation fee applies.
- If cancelled less than 7 days from commencement date of booking 100% cancellation fee applies.
- Read the descriptions of the gear on the website or call WIAH for further information and assistance for selection for gear
- Inform WIAH of detailed intended use of equipment.
- Make sure the size is right – consider that you may be wearing more clothing during use.
- WIAH may assist you to select appropriate equipment.
- WIAH have the right to refuse hire if they deem choice of equipment is unsuitable for intended use.
- Ensure that correct drop off or pick up dates are confirmed with WIAH
- Use the equipment how it has been designed to be used. Take responsibility for it and treat it as your own.
- WIAH may offer instruction for proper use and will be available to answer questions to clarify correct use of equipment
- Failure to adhere to suggestions of proper use may result in damage to equipment and fee being incurred.
- Keep items clean and beware of damage from carrying equipment on outside of luggage.
- Empty all pockets, dry items and clean loose dirt from equipment using a brush or water if appropriate.
- Own up to damage that has been sustained to equipment during use.
- Items are your responsibility until returned. Make sure ALL items hired by you have been checked and signed in by WIAH.
- If returning equipment via a 3rd party, it is your responsibility to contact WIAH to ensure equipment has been received and checked.
- Payment for cleaning, repair or replacement of equipment must be paid upon return of equipment.