

## Big Jake's ATV Rentals

### DOCUMENT 8F: Refund Policy Terms and Release Form

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Definitions of terms used in this document:

ATV - All Terrain Vehicle rented from Big Jake's ATV Rentals  
OPERATOR - Renter/Driver of ATV  
SUBMERGED - ATV is submerged in water/mud up to seat bottom

1. I agree that I cannot get a refund on my reservation unless I notify Big Jake's ATV Rentals 2-weeks or further in advance, in which case it will be subject to a \$85 cancellation-fee. Any later notice will be subject to only a 40% refund.
2. I agree that reservations made that fall on a holiday are non-refundable.
3. I agree that if weather adversely affects the ability to utilize the ATV, Big Jake's ATV Rentals is under NO obligation to issue a refund or discount.
4. I agree that if the ATV fails in use (NOTE: MECHANICAL FAILURE NOT CAUSED BY OPERATOR), I am REQUIRED to contact Big Jake's ATV Rentals immediately. Failure to make contact will delay or forfeit any possible refunds. Depending on availability, Big Jake's ATV Rentals will then replace the ATV and issue a full day's refund for the day the failure occurs. If the ATV is disabled and cannot be replaced due to lack of availability, a refund for the day of failure and the remainder of the rental period will be issued. A coupon for a free full day of rent will also be issued.
5. If I am not satisfied with the performance of the ATV I do not get a refund. These are very respected and well-maintained ATV's, so unless a mechanical failure occurs (SEE #3 above), there's no logical reason to be displeased with its performance, and therefore no refund will be issued.
6. If I am not satisfied with the overall experience of off-road trails / activities, Big Jake's ATV Rentals is in no way responsible.
7. If I get injured during the rental period and have to sit out while there is more rental time already paid for, Big Jake's ATV Rentals is not responsible and under no obligation to issue any refunds.

I (renter) \_\_\_\_\_ FULLY understand and have read the terms outlined above and FULLY agree, with no objections stated or implied.

Date \_\_\_\_\_

Big Jake's ATV Rental Representative \_\_\_\_\_

Date \_\_\_\_\_