Outdoor Adventure
Rental Shop
About the Rental Shop

The rental shop supports Outdoor Adventure outings as well as providing low cost camping equipment to students, faculty and staff of Auraria.

-Student Guide Manual
OA Rental Shop Mission:

Provide the students, faculty and staff of Auraria Higher Education Center, Community College of Denver, University of Colorado at Denver and Metropolitan State College of Denver with high quality product that will lead toward complete user satisfaction, continued involvement in outdoor recreation activities in an atmosphere that all will feel welcomed while providing students with growth and leadership opportunities.

-Student Guide Manual
Overview

- Maintain all rental items at an effectiveness level equal to new product
- Inventory every item before and after every rental
- Immediately take off line and tag out any rental item in need of repair
- Clean all returned items
- Educate clients in low impact camping etiquette
- Provide clients with maps and recommended sites for outings
- Provide friendly, client focused service
- Maintain records
- Inventory shop each semester
Rental Shop Hours

Fall/Spring
Monday – Friday (10:00a-4:00p)

Summer
Depends on available staff
Study Use

Shop available for study use between the hours of 6:00am to 10:00pm

- 8a-10a, 4p-6p doors must remain open.
- 6a-8a, and 6p-10p doors allowed to be closed.
Equipment Rental Policies

A current student or staff ID is required for all rentals (a spring validation is acceptable for summer rentals). Because a student may need his or her ID for other reasons such as access to computer labs we do not keep them.

In the event rented gear is not returned or is not paid for, the OA office has the right to place an encumbrance on a students grades and turn the debt over to the State Collections office.

-Student Guide Manual
Rates and Rental Periods

**Daily** rentals are mid-week, one day or one night - daily rentals are not available on weekends

**Weekend** rentals include Thursday or Friday pick-up and Monday of Tuesday return

**Weekly** rentals are any seven day period with pick-up and delivery days no charge
Rental Shop Responsibilities

When beginning a shift

- Check email for any special shop projects
- Visit Adventure Groups on the portal
- Familiarize yourself with any upcoming events
Rental Shop Responsibilities

Opening staff:

- Check phone messages
- Check Rental Forms for overdue rentals
- Check and refill flyers
- Check front desk area for returned equipment
Rental Shop Responsibilities

Closing staff:

- Ensure cabinet doors are locked
- Organize and wipe down rental desk
- Take out all office trash
- Secure all doors
- Empty recycling container (as necessary)
Shop Projects

- Finish what you started
- Clean-up after yourself
- Relay information to the person on the next shift such as:
  - Incomplete projects
  - Items in the washer or dryer

Communicate, Communicate, Communicate!
Checking-Out Equipment

Equipment Rental Form

- Use equipment rental sheet for pricing
- How to properly fill out the rental form...
# Outdoor Adventure Rental Form Instructions

## Return Date:
- **2-08-05**

### Outdoor Equipment Rental Form

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Item</th>
<th>Condition</th>
<th>Deposit</th>
<th>Fee</th>
<th>Rental Period</th>
<th>Item Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>C-1</td>
<td>Racket</td>
<td>Checked</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staff & date rented out
- **Staff Checked-out:** 2-04-05 CA
- **Staff Checked-in:** 2-04-05

### Additional Comments
- **Degree Seeking:** Certificate, License
- **Gender:** Male
- **How did you hear about us:**
- **Perferred Name:** Smithy
- **Address:** 1234 Smithy Lane, Wilmington, NC 28011
- **Home Phone:** 333-333-3332
- **School ID:** 123456

### Rental Period
- **Category:** Ex., wk, wind, day
- **Total Price for the rental period:** 24

### Total of all the item totals
- **Rental form number use is data entry and whenever you enter a form number**
- **Total Deposit Returned:**
- **Late/Damage fees held:**

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*For rental agreement*

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**Outdoor Adventure Center**
Checking-Out Equipment: MSR Whisperlite Stove

- Be sure that instructions are included for new users.
- Remind customer of the safety hazards.
- We do not provide the fuel!!
Checking-Out Equipment: Pieps Avalanche Beacon

- Customer must meet one of three criteria:
  1. Have attended one of our avalanche clinics or,
  2. Be able to demonstrate complete proficiency with the beacon or,
  3. Renting beacon for an upcoming avalanche training through a different organization.

- Batteries?
Checking-Out Equipment: Proper Equipment Sizing

- Snowshoes
  http://www.crescentmoonsnowshoes.com/gold.html

- Paddles
  http://www.greyowlpaddles.com/PGS/SIZING.html

- Backpacks
  http://www.usoutdoorstore.com/d_questions/backpack_sizing.html
Checking-In Equipment

- Inventory items to ensure that everything has been returned
- Inspect for damage and abuse
- Ensure that item is clean and ready to be checked-out again
  - Pay close attention to muddy snowshoes and dirty cook kits
Checking-In Equipment

- Wash sleeping bags after every use
- Check that all pockets of the backpacks are empty
Equipment Repair

- Charge customer if necessary
  - Obvious abuse
- Use red-tag to mark broken equipment
  - Appropriate location
- REI is our repair outlet
  - Student staff will drop-off
  - Bryan will pick-up
Equipment Marking

- All equipment has a unique identifier
- It is the responsibility of the rental shop staff to mark and maintain the legibility of all unique identifiers
- Tents have an inventory tag
- Stencils are used to mark large items
Inventory

Conducted twice a year

- Divided into major areas:
  - Camping
  - Climbing
  - Water Sports
  - Winter Sports
  - Biking
  - Tools
Thank you for your participation.

Any Questions?