

TERMS & CONDITIONS

LAKE MOUNTAIN RENTAL EQUIPMENT & CLOTHING

Important Conditions of Rental

These Rental Terms and Conditions (**Conditions**) apply to all rental equipment and clothing bookings made through Lake Mountain, whether purchased online or in person. By making a rental booking, collecting rental equipment, or using any rental item supplied by Lake Mountain, the customer (**Customer**) acknowledges and agrees to be bound by these Conditions.

Rental Collection and Sizing

1. A rental booking reserves the selected rental product category only and **does NOT guarantee** the availability of any specific size, style, brand, or model.
2. All rental equipment and clothing (**Rental Equipment**) must be collected in person from the Lake Mountain Rental Shop on the day of the Customer's visit.
3. Rental Equipment will be fitted and issued by Lake Mountain staff at the time of collection.
4. Rental Equipment is allocated based on stock availability at the time of collection.
5. While Lake Mountain will make reasonable efforts to provide the Customer's preferred size, Lake Mountain does not guarantee the availability of any specific size, style, brand, model, colour or fit.
6. Where a preferred size is unavailable, Lake Mountain staff will provide the closest suitable alternative size available and will assist the Customer in obtaining the best possible fit.
7. Customers must attend the Rental Shop in person for fitting and collection of Rental Equipment. Rental Equipment cannot be fitted, issued, or collected by proxy unless otherwise approved by Lake Mountain.
8. During peak periods, including weekends, public holidays, school holidays, and special events, stock levels and size availability may be limited.
9. No refund, cancellation, credit, or compensation will be provided where a Customer's preferred size, style, brand, or model is unavailable, and Lake Mountain has offered a suitable alternative rental item.
10. The rental period for the Rental Equipment is the purchase day of the rental only between 8:30am to 3:30pm (or any part thereof).

Refunds and Cancellations

1. Rental bookings may be cancelled or amended in accordance with Lake Mountain's published cancellation and refund policy in effect at the time of booking.
2. Subject to applicable consumer laws, no refund, credit, compensation, or exchange will be provided where:
 - a) A Customer's preferred size, style, brand, or model is unavailable; and
 - b) A suitable alternative rental item has been offered by Lake Mountain employees.
3. A Customer's decision not to accept a suitable alternative size or fit does not entitle the Customer to a refund, credit, cancellation, or compensation.
4. No refund will be provided for rental equipment collected but not used, returned early, or used for only part of the rental period.
5. Failure to collect Rental Equipment on the booked date does not automatically entitle the Customer to a refund unless otherwise required by law or expressly approved by Lake Mountain.
6. Lake Mountain reserves the right to refuse a refund request where rental equipment has been reserved and made available for collection in accordance with these Conditions.
7. Nothing in these Conditions excludes, restricts, or modifies any rights or remedies available to a Customer under the **Australian Consumer Law**.

Care and Return of Rental Equipment

1. All Rental Equipment remains the property of Lake Mountain at all times.
2. Rental Equipment must be returned to the designated return location on the date of rental unless otherwise agreed by Lake Mountain.
3. The Customer is responsible for the care, security, and safekeeping of all Rental Equipment issued during the rental period.
4. The Customer must not misuse, alter, lend, sell, transfer, or permit unauthorized use of any Rental Equipment.

Loss, Damage and Replacement Costs

1. Lake Mountain reserves the right to charge the Customer for the repair, replacement, or associated administrative costs of any Rental Equipment that is:
 - a. lost;
 - b. stolen;

- c. not returned;
- d. damaged beyond reasonable wear and tear; or
- e. damaged as a result of negligent, reckless, improper, or unauthorized use.

2. The Customer authorizes Lake Mountain to recover any amounts payable under these Conditions using the payment method provided at the time of booking.
3. Lake Mountain may require the Customer to pay the full replacement value of any Rental Equipment that is not returned.
4. Replacement cost per item as of season 2026 is as follows;
 - Snow suit > \$182.28
 - Kids pants > \$148.50
 - Kids Jackets > \$168.00
 - Adult pants > \$175.20
 - Adult Jackets > \$222.78
 - Boots (pair)> \$72.90

Online Bookings

1. Online booking of Rental Equipment is intended to assist Customers in securing rental products in advance and reducing transaction times on the day of visit.
2. An online booking does not remove the requirement for the Customer to attend the Rental Shop in person for fitting and collection.
3. Sizing and final equipment allocation will be determined at the time of collection based on available stock.

Acceptance of Conditions

By proceeding with a rental booking, collecting Rental Equipment, or using Rental Equipment supplied by Lake Mountain, the Customer acknowledges that they have read, understood, and agreed to these Conditions above.