

RESERVATIONS AND CANCELLATIONS

Booking:

Booking is done by the prospective renter by completing the application online, or in person on location, prior to departure. A minimum reservation down payment of 25% of booking subtotal is due at time of initial booking, this secures your rental. A booking is accepted and becomes definite only from the date when Idaho Overland Adventures sends a confirmation invoice email. Also, a Pre-Adventure Packet will be forwarded to the renter/client at time of booking. This Packet will present information related to your Adventure Rig or Adventure Wagon rental. You will be required to read the information you are given and complete a small questionnaire at the end, submitting responses to us before your arrival for rental pick-up.

Pick-up & Drop-off:

- During both pick-up and drop-off of the rental, the Renter and a representative of Idaho Overland Adventures LLC must complete a full inspection of the interior and exterior of the vehicle noting in writing any and all defects or damage to the rental prior to Renter's acceptance of the Vehicle and immediately upon the return of the vehicle to Idaho Overland Adventures LLC.
- Upon pick-up of the Adventure Vehicle/Trailer someone from our Adventure Team will provide a complimentary vehicle consultation. This includes an explanation of all the interior and exterior features of the vehicle as well as driving tips. The information given at this time will reiterate the Pre-Adventure Packet that has been forwarded to the renter/client at time of booking.
- The Renter will return Vehicle/Trailer to Idaho Overland Adventures' place of business, or at a predetermined and designated destination, on the date and time specified in the Rental Agreement and agreed upon by Idaho Overland Adventures and the Renter.
- Pick-Up and Drop-Off are currently being done BY APPOINTMENT ONLY.
- All other pick-ups and drop-offs outside of regular business hours must schedule by appointment only and these services may not be immediately available outside of your scheduled appointment window. If you are unable to meet at the schedule time, please contact us directly.
- Pick-up or drop-off when performed outside of the designated office hours and during a scheduled time may be assessed an additional fee equal to the Vehicle/Trailer daily rental rate unless otherwise specified.
- If you are concerned about missing a prearranged pick-up or drop-off time, please contact us and we will do our best to accommodate you.

Cancellations:

While we understand that plans can and do change, often due to unforeseen and sometimes unpleasant events, our cancellation terms are final and binding. Certain extenuating circumstances may at times impact these Terms and we reserve the right to amend them at any time.

- All cancellations and rescheduling requests must be submitted in writing to Idaho Overland Adventures.

- Reservations canceled prior to 7 days of booking receive a full-refund of their reservation down payment.
- Cancellation within 7 days of booking results in a forfeiture of the 25% reservation deposit.
- Booked reservations that result in a “No Show” will forfeit their 25% reservation deposit.
- Rescheduling requests within 7 days of departure may be subject to a fee depending on schedule demand.
- Refunds to credit cards are contingent on the Renter's financial institution and may take up to 15 business days to process.
- In the event you are from outside the US, refunded amounts may vary from the amount of the initial deposit charged on your card, as exchange rates are changeable: Please note that we do not accept any liability for this variance. Please note that some international transactions may incur an additional processing fee.
- No refunds are applied in the event of a late pick-up or early drop-off.
- Additional equipment is subject to availability and any failure of Idaho Overland Adventures LLC to provide this equipment does not allow the cancellation terms to be void.
- Rental requests for additional equipment cannot be canceled on the day of pick-up without accruing fees for said equipment.

Unused Services:

There will be no discounts or monies refunded for missed or unused services, including extra rental equipment requested and extra mileage packages purchased. This includes voluntary or involuntary termination/departure from scheduled rental period (i.e. sickness, death of a family member etc, late arrival for pick-up, or early drop-off whether voluntarily or involuntarily).

CONTACT IDAHO OVERLAND ADVENTURES FOR COMPLETE RESERVATION AND CANCELLATION FEE SCHEDULE AND TERMS & CONDITIONS