

Emergency? Dial 9-1-1

Non-emergency contact: 763.694.7687

How do people rent boats?

- Online rental only: www.ipaddleport.com or through www.threeriversparks.org/paddling
- Paddlers must be 18+ to reserve

What is available to rent & Rates?

- 2 Tandem Kayaks - \$35/2 hours
- 4 Solo Kayaks - \$20/2 hours
- 2 Stand Up Paddleboards - \$25/2 hours

Reservation Hours & Windows

- Set blocks in 2-hour windows (6:30 – 8:30 AM, 8:30 AM – 10:30 AM, etc.)
- Aug 19-Sept 15 6:30a-6:30 pm
- Sept 15 – Oct. 29* 7:30am-5:30 pm

*dependent on 120 degree rule (Air temp + Water temp = 120 degrees)

What happens if parts are missing?

- Missing upon arrival - Suggest they book another locker, must submit refund request form which can be found at www.ipaddleport.com
- Equipment lost during reservation – A \$100 fee will be charged for failure to return to locker.

What if the locker won't open?

- Confirm they have the right location, locker number, and time
- Codes will not work outside of the 2-hour windows*
- Tell them to enter code and wait, it is satellite based and can take up to 30 seconds to unlock
- *If they are late returning a **\$100 late fee** will be charged.
- *Lock-outs/late returns require a staff visit to Taft Park as soon as possible

Payment Information

- If there is a problem with the charge visit www.ipaddleport.com
- Refunds – submit the refund request form or email paddleshare@threeriversparks.org
- Refund Request Form: <http://www.ipaddleport.com/refund-request-form/>

Maintenance

- Equipment should be checked weekly or more based on use. Scheduling is up to POS – suggested twice a week Mondays and Fridays. A monthly maintenance code will be issued by Rachel Johnson to designated staff.
- Exterior unit will be checked by Richfield Park Workers and issues reported to Three Rivers

Inclement Weather

- All users must paddle at their own risk.
- Severe weather, including lightning and thunder, are not safe paddling conditions. Paddlers must immediately get off the water and return equipment to its locker
- Early returns due to poor weather are eligible for a refund. Direct customers to the refund request form

Reporting the Issues

- Document details, including customer name, phone/email, and problem
 - Add details to tracking sheet
- Inform supervisor immediately
- Supervisor will dispatch staff if immediate action is needed and can't be addressed remotely
- Reports should be relayed to Rachel Johnson, Division Coordinator at PaddleShare@ThreeRiversParks.org
- Customers may be directed to share additional feedback to PaddleShare@ThreeRiversParks.org

Common Requests

- Can't put together paddles – try to work through problem over the phone
- PFD is too wet –
 - Complaint only – apologize for the inconvenience and notify Rachel Johnson of issue
 - Unwilling to use wet PFD – only option is to reserve another unit and fill out refund request form, both found online. Limited staff availability for on-site assistance.
- Code not working – see “What if the locker won't open” above
- Large group reservation questions – contact paddleshare@threeriversparks.org