

**Directorate of Family, Morale, Welfare, and Recreation
Outdoor Recreation (ODR) & Equipment Resource Center**

**Standard Operating Procedures (SOP)
Interactive Inflatables and Blowers**

1. PURPOSE: To be utilized for guidance in the process and policies of the Interactive Inflatables (hereinafter referred to as “Inflatables”) and Air Hawk Blowers (hereinafter referred to as “blowers”) by active duty and retired Soldiers, their dependents and DOD Civilians (active and retired), hereinafter referred to as “customers”. The Inflatable can be rented at ODR Building 1707 Gillespie Street, Fort Benning, GA 31905.

2. REFERENCES:

- a. Cutting Edge Creations, Inc. Owners Manual
- b. Air Hawk Owners Manual
- c. Inflatable Information and Instruction Sheet
- d. Inflatable and blower checklist
- e. Waiver of Liability

3. SCOPE: This SOP applies to all Soldiers (active duty and retired), their dependents, and DOD Civilians that utilize the ODR Inflatables.

4. GENERAL:

- a. The following items are included in the Inflatables rental: 1.5 HP (horsepower) Air Hawk blower, entrance ramp, large zipper entrance, auxiliary blower sleeve, tether kit, mattress reinforcement strips, 4 stakes, 4 anchors, and a carrying bag.
- b. The recommended number of installers is one person. The recommended number of operators is one person. The maximum number of participants is five people. Each participant must be between 34” and 60” tall and weigh no more than 150 lbs.
- c. Each Inflatable requires one 1.5 HP Air Hawk blower to function properly.
- d. Inflatable must be positioned on level ground in an area approximately 21’x22’.
- e. The blower system requires a 20 amp service.
- f. Do not operate the Inflatable in winds over 20 mph.
- g. Improper use of the Inflatable and/or blower may cause serious injury.
- h. The blower has an automatic air flap that reduces the loss of air if the blower system goes off.
- i. Each customer is solely responsible for the manner of the Inflatable and blower use, height and weight limitations, number of participants and overall safety of the participants.
- j. Each customer must use all proper stakes, tie-downs and all other applicable devices to ensure the safety of the participants.
- k. Neither ODR nor the United States Army is responsible for any damages incurred to the customer’s POV or other personal property while transporting or using the Inflatable and blower. Please refer to the Waiver of Liability for further information.
- l. Customers must ensure there are at least two people to load and unload the Inflatable and blower when picking up and returning the items. ODR is a self service facility and does not provide loading or unloading of rental items.
- m. The Inflatable and blower are large, bulky items and can not be transported in the trunk or backseat of a car. A truck or trailer must be used to transport these rental items.
- n. Payments can be made in person using cash, check, and money order, Visa, MasterCard or American Express. Credit card payments can be made over the phone for customers with established accounts. Checks and money order payments can be mailed to: P.O. Box 53323 Ft. Benning, GA 31905. Customers can pick up receipts for payments made via mail/phone in person or request that they be emailed or faxed.
- o. Returned checks will be processed through FMWR. All fees associated with the returned check will be explained, assessed, and collected by FMWR.
- p. Customers may reserve the Inflatable and blower up to 60 days in advance. In order to reserve equipment, the customer must pay the deposit in advance. The reservation is not confirmed until the full deposit is received.
- q. Cancellation of a reservation less than 48 hours prior to checkout of the equipment will result in forfeiture of the entire deposit of \$100.00.

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- r. All rental fees and deposits must be paid before the equipment is released to the customer.
- s. All rental items are due back to ODR by the date and time listed on the rental receipt. Late returns will result in a fee that is equal to the first day's rental amount.
- t. When the customer comes to pick up their rental items, they must come into the ODR office and present a valid government ID to the ODR Front Desk staff.
- u. When the customer returns rental items, they must take all items to the ODR warehouse. A Recreation Assistant will check all rental items for damage, cleanliness, and missing parts. The customer must return to the ODR office to close out their rental item(s). At this time, ODR Front Desk staff will review the notes from the Recreation Assistant and either deduct fees from the deposit or refund the deposit to the customer.
- v. Rental items are not considered returned until the customer closes out the rental with ODR Front Desk staff; daily charges and late fees will accrue until the item(s) is closed out.
- w. A \$25 cleaning fee will be added for rental items returned dirty/wet.

5. PROCEDURES:

- a. Each customer must provide the following information:
 - 1. Valid government ID
 - 2. Name, current address and current phone number
- b. Each customer must initial and sign the Rental Sales Receipt.
- c. Each customer must sign a Waiver of Liability.
- d. Each customer will receive a receipt for the rental fees and deposit payment.
- e. After all fees are collected, the receipt is signed and a copy given to the customer, the customer will be directed to the ODR warehouse to pickup their rental item(s).
- f. All Inflatables and blowers will be operable when rented. A Recreation Assistant and customer will review the checklist of items, to ensure the customer knows the proper operation and all items are in good working condition. Any discrepancies will be noted on the checklist.
- g. The customer will receive a copy of the Inflatable & Blower Information and Instruction sheet, and the Inflatable and blower owner's manual instruction pages.
- h. When the Inflatable and blower are returned, they will be re-inspected by a Recreation Assistant; any damages, missing parts or necessary cleaning will be noted on the customer's receipt and/or checklist.
- i. A Recreation Assistant will stamp the customer's receipt and/or checklist, initial, and date it.
- j. A Recreation Assistant will give the customer's receipt and/or checklist back to the customer. The customer must take the stamped receipt back into the ODR office for a final closeout of the rental item(s). Rental items are not considered closed out until the customer closes out the item with the ODR Front Desk staff.
- k. If a refund is due to the customer, ODR Front Desk staff will process it accordingly. If money is owed to ODR, payment must be made at that time by the customer. The customer will receive a final receipt showing this transaction and show a \$0 balance due.
- l. A copy of all rental receipt transactions are kept by the ODR office.

6. RESPONSIBILITIES.

- a. ODR Manager will have overall responsibility for the program.
- b. ODR Front Desk Staff will:
 - 1. Prepare all documents necessary for the customer to sign and date
 - 2. Act as the POC regarding the rental item(s)
 - 3. Maintain current files with all rental receipts
 - 4. Provide a receipt for each customer for all rental items
 - 5. Accept monetary payment in the form of cash, check or credit card for each transaction and process accordingly

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c. Recreation Assistant will:

1. Ensure all Inflatables and blowers are clean and operable prior to the walk through with the customer
2. Complete an inspection checklist with the customer when the Inflatables and blowers are going out and being returned
3. Give each customer a copy of the Inflatable and Blower Information and Instruction sheet, and the Inflatable and Blower owner's manual instruction pages.
4. Note any discrepancies, i.e. damage, missing parts, and/or cleanliness on the customer's receipt and/or checklist
5. Communicate with ODR Front Desk staff to ensure they are aware of any damages and needed cleaning
6. Ensure the Inflatable and blower are clean and operable prior to storing for the next reservation

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