



WHENEVER WATERSPORTS

PARTNERSHIP FAQs

Q: What are the benefits for my organization?

A: Benefits to your organization include:

- Increased outdoor recreation offerings for visitors
 - Kayak and paddleboard rentals available right on the water during all park hours
- Effective promotion of your park's/organization's resources
- A new public offering to bring increased visitors to your location
- A revenue stream for your park or organization
- An entire watersports equipment rental operation without full time staffing or operations headaches

Q: What are the benefits for my community?

A: Benefits to your community include:

- Increased access to outdoor recreation
- More convenient than owning
 - Kayaks/paddleboards are difficult to transport
 - Paddling equipment is large and requires lots of storage space
- More cost effective than owning
- More convenient than traditional rentals
 - Most traditional rental companies have limited operating hours
 - Traditional rental companies often have a clunky and outdated rent and return system
- The same price or less than traditional rentals



Q: How do the kiosks work?

A: Our rental kiosks allow customers to quickly and easily rent kayaks and paddleboards at their favorite local park or waterside location without the need for an attendee. Allowing for maximum access to on-water recreation.

The kiosks are machines with two main components:

- Locker units
 - Hold the paddles, life vests, and any additional equipment
 - Opened and locked via electronic smart locks
- Rack units
 - Hold the kayaks and paddleboards
 - Equipment is locked up via electronic smart cable locks, the cable runs through the kayak or paddleboard and is locked into a corresponding lock
 - Each kayak or paddleboard has a corresponding fully equipped locker

Additional components:

- Touch screen
 - Located on the side of the “brain box” locker unit
 - Allows for easy access to all equipment and lockers for equipment condition checks
- Solar panel
 - Located between “brain box” locker unit and first rack unit
 - Kiosks run completely on solar power
 - Kiosk can be plugged into traditional power sources if need be

Kiosks connect to the strongest cell signal in the area via the 4G encrypted telemetry system for QR code-based rentals and remote operation. Units are set to automatically only rent equipment during park hours.

Kiosks can be accessed via the touchscreen or phone/computer via our remote operating system. In-person or remote access allows for easy customer service, the ability to shut down the kiosk, change operating hours, unlock lockers/racks, make equipment slots unavailable/available, change prices, and more.

Q : Do the kiosks come in multiple sizes & how big are they?

A : Sizes:

- Kiosks come in 4-slot, 8-slot, and 12-slot sizes
- Each slot fits one set of equipment
 - Ex: one kayak, one set of various-sized life jackets, one or two paddles, and whistles on each life jacket
- Units are modular, so an additional 4-slots can always be added
 - Ex: 8-slot becomes a 12-slot

Measurements:

- Locker units are 5' wide and 2' deep
- Rack units are 3'4" in length and width
- Ex: 8-slot unit = 2 locker units + 2 rack units. Rack units connect to the broad side of the "brain box" locker unit. Making the total space needed 10' x 8'8"

Q : What equipment do the kiosks hold & what's included in each rental?

A : Kiosks can hold a variety of equipment options. The amount of each equipment option is dependent on the predicted demand and the size of the kiosk. Our typical operations include a mix of:

- Single kayaks
- Tandem kayaks
- Paddleboards

Each rental includes:

- Kayak or paddleboard
- Corresponding paddle(s)
- Access to various-sized life jackets including adult universal, youth, and child-sized

Q : What are the kiosks made out of & how sturdy are they?

A : Kiosks are made from all steel construction. They are incredibly sturdy and stable.

Q : How are the kiosks installed?

A : We handle all delivery and installation. The kiosks can be installed directly into the ground with no special preparation necessary other than a location with solid, somewhat flat ground and ample room. The machines are secured by steel rods driven into the ground. Kiosks can also be installed onto cement or pavement if preferred.

Q : Do you provide local support & how are the kiosks maintained?

A : Yes, we typically hire local representatives for each of our operations. Their responsibilities usually include:

- Regular equipment checks and cleanings
- Equipment replacement as needed kiosk maintenance as needed
- Check-ins with our partners

Our remote operations model often allows us know ahead of time if there are any upcoming in-person needs (Ex: We can typically tell if equipment needs to be replaced, something hasn't been appropriately returned, etc.). Most in-person needs are not urgent as we can shut down equipment slots when there are issues to prevent them from being rented until they're fixed.

We provide training for all necessary park/organization staff on how to access the kiosk via the touch screen or mobile device to unlock equipment or open lockers. Partners can be as hands-on or hands-off as they choose.

Q: What is the rental & return process?

A: Our QR code-based online rental and return process is designed to remove the friction from the traditional ways of renting kayaks and paddleboards so customers can get on and off the water in minutes.

Rental Process

1. Scan the QR code posted on the kiosk with your smart device
2. Select your desired kayak or paddleboard and the rental duration
3. Agree to the waiver and rental terms
4. Complete checkout
5. The electronic locker(s) and lanyard lock(s) automatically pop open
6. Retrieve PFD(s) and paddle(s) from the locker, and kayak or paddleboard from the rack
7. Close locker door(s) and relock lanyards
8. Watch an optional instructional video
9. Put on your lifejacket(s)
10. Enjoy the great outdoors!

Return Process

1. Click the return link texted to you or scan the QR code on the kiosk
2. Follow on-screen instructions, vessel lanyard lock will open
3. Return kayak/paddleboard to proper slot and close lanyard lock
4. Submit a photo of the returned vessel and report any damage
5. Scan QR code again, locker will open
6. Return lifevest(s) and paddle(s)
7. Submit a photo of locker contents
8. All set!

If a customer keeps equipment out longer than the chosen time period, they are charged for the additional time. If equipment is not returned within 24 hours or is stolen after not being locked up properly, the customer is charged the full price of the equipment.

Q: Do you provide customer service?

A: Yes, all customer service needs are fulfilled by Whenever Watersports. Customer service needs are directed to us via contact information posted on the kiosks. As an example, if a customer locks their wallet in a locker post rental, this can be solved by us unlocking the locker via our remote operating system.

Q: What payment methods are available?

A: All payments are done online via the customer's smart device. We accept credit cards, debit cards, and PayPal.

Q: What are your rental options & prices?

A: Customers currently can rent equipment:

- Hourly
- Daily
 - Daily rentals are good for up to 6 hours or until park close/sundown

Prices are location dependent. We typically complete a competitive analysis of local companies and aim to be in line with, if not lower than the average prices in the area.

Promotional events, discount codes, and future subscription offerings give customers the opportunity for additional savings.

Pricing research and finalized pricing can be included with a formal concessionaire proposal or be sent to your organization prior to agreement finalization.

Q: What happens if equipment is lost, stolen, or broken?

A: The corresponding equipment slot is shut down and made unavailable for rent until the necessary equipment can be replaced. Extra life jackets, paddles, whistles, and other small equipment is included with the initial delivery and installation of a kiosk. In the case of stolen equipment, we charge the customer responsible for taking it or not locking it up correctly. For replacement kayaks and paddleboards, we purchase new equipment and have it shipped directly to the park to be replaced in the kiosk. **These costs are covered by us.**

Q: How do you handle risk & liability?

A: All renters must agree to our comprehensive waiver before being able to rent equipment. This waiver releases Whenever Watersports and any organizations we work with from all liability.

Our general liability insurance policy also automatically covers all organizations we enter into agreements with. Organizations can be added as additional named insureds on the policy upon request.

Q: What would this cost my park or organization?

A: Cost depends on a number of factors including:

- Kiosk size (4-slot, 8-slot, 12-slot)
- Equipment combination (Ex: 4 single kayaks, 2 tandem kayaks, 2 paddleboards)
- Any special requests

Please reach out to your Whenever Watersports representative for more details on what the estimated cost and payback period would be for your park.

Q : What does the compensation look like for my park or organization?

A : Compensation structures are usually set up similarly to traditional concessionaire agreements. Typically this means basing compensation for your park or organization as a percentage of gross sales. This percentage is typically negotiated on a case-by-case basis.

Q : What are the typical next steps?

A : The next steps depend on your organization's process. We're happy to move at the speed you are. If necessary, we can prepare a formal proposal including business/operations plans and 3-year pro forma projections for the operation. If all parties are in agreement we can move forward with a contract.

Q : What do you use for a contract?

A : We typically use the concessionaire agreement or similar contract a park or organization already utilizes. If your organization does not have an agreement you usually use we can have one made.

Q : How long does it take to begin operations after an agreement is finalized?

A : A good rule of thumb is to estimate operations officially beginning 2-3 months from the signing of an official agreement. This gives us time to order the proper kiosk from our supplier, buy equipment, plan delivery logistics, get everything set up, and take care of any other necessary steps.

Ready to discuss partnering? Have more questions? Let's talk!

Call: [860-899-7114](tel:860-899-7114) or email: wheneverwatersports@gmail.com

