

Rental rules, documents and deposit values

Reservation, collection, payment, extension and return procedures for Rock'N'Rent equipment rental in Terskol

Reservation and documents

A submitted list is a request. A reservation exists only after written confirmation of availability, sizes, dates, collection time, return deadline and final price.

Confirmation

If prepayment is required, the rental team states the amount, deadline and cancellation and refund conditions before payment.

Collection

A rental agreement and an issue-and-return record list the equipment, quantity and condition. Record existing damage before leaving.

Payment

Payment is made on the confirmed terms. A fiscal receipt is issued after payment. Booking-specific conditions are recorded in the confirmation and agreement.

Cancellation

Message us in Telegram as early as possible with the booking name and dates. Any prepayment is refunded under the conditions confirmed before payment.

No-show

A no-show without notice does not extend the reservation. Late collection or rescheduling requires a new availability confirmation.

Extension

Before the original return deadline, message us with the booking name and new date. Extension applies only after written confirmation of availability and the additional amount.

Collection and return deadlines

Summer	Winter
- Summer: daily 08:00-22:00. - Normal return: by 22:00 on the last day. - Next-day collection is available after 16:00 with a confirmed reservation. - If force majeure delays return, notify the rental team and return by 11:00 the next day.	- Winter: daily 08:00-19:00. - Normal return: by 19:00 on the last riding day. - After an agreed force-majeure delay, return clean and dry equipment by 09:00 the next day. - One 10% winter discount applies from four rental days or for more than four complete sets; discounts do not stack.

Equipment deposit values

The amount depends on the issued set and is confirmed before collection. The current table is tied to the single product database and published at elbrusrental.com/terms-and-conditions/. A blank value means staff will confirm the amount with the request.

Damage, loss and return

- Normal wear from correct use is not treated as damage.
- Existing wear is recorded before collection.
- Repair cost is based on actual damage. Unlisted damage is assessed after inspection and, where needed, diagnosis.
- Loss or damage beyond repair is charged at replacement cost.
- Return the complete set clean and in a condition that can be inspected.

Published reference charges

- High-altitude boot gaiter tear: 500 RUB/cm; Scarpa plastic-boot tongue: 500 RUB; other plastic damage: 1,000-5,000 RUB.
- Down or shell clothing tear: 300 RUB/cm; patch cost depends on size.
- Ski-boot buckle: 1,000 RUB; binding: 5,000 RUB; ski brake: from 1,000 RUB.
- Bent pole: from 1,000 RUB; broken pole: from 1,500 RUB; pole basket: from 200 RUB.
- Base scratch: from 500 RUB; through-base repair: 1,000-3,000 RUB; edge damage: from 2,000 RUB.

Current web version and amount table: elbrusrental.com/terms-and-conditions/ | Telegram: @rock_n_rent | +7 988 934 26 44