Rental rules, documents and deposit values

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

Reservation, paperwork and payment

A list sent from the calculator is a request. A reservation exists only after written confirmation from the rental team.

Request confirmation

We confirm availability, models and sizes, collection date and time, return deadline, final price and, if required, the prepayment amount and conditions.

Collection documents

Before collection, we complete a rental agreement and an issue-and-return record listing the equipment, quantity and condition. Check the set and record any existing damage before leaving.

Payment and receipt

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

Prepayment

Prepayment is required only when the written confirmation states its amount, payment deadline, cancellation conditions and refund conditions before payment.

Cancellation and refunds

To cancel, message us on Telegram as early as possible with the booking name and dates. A prepayment is refunded under the conditions given in writing before payment. It is non-refundable only if this was expressly agreed in advance.

No-show or late arrival

Automatic cancellation applies only to a no-show without prior notice. If notice was given, late collection or rescheduling is possible only after a new availability check. After review by the rental team, documented actual expenses may be deducted from the prepayment and the balance is returned.

Extension: before the original return deadline, message us on Telegram with the booking name and requested new date. An extension applies only after written confirmation of availability and the additional amount. Without confirmation, return the equipment by the original deadline.

Collection and return deadlines (Moscow time)

Summer prices are per calendar day. Winter prices are per consecutive 24-hour rental period from the actual collection time.

Summer - mountaineering and trekking

- Daily 08:00-22:00.

- Prices are per calendar rental day, with a minimum charge of one day.

- Equipment collected after 16:00 for use the next day is free until the end of the collection day.

- Return summer equipment by 11:00 on the morning after the last paid rental day so the return day is not charged.

- A return after 11:00 starts a new paid rental day.

Winter - ski, snowboard and ski touring

- Returns are accepted daily 08:00-19:00.

- Winter rental is charged in consecutive 24-hour periods from the actual collection time. A period starting at 10:00 ends at 10:00 the next day; a period starting at 18:00 ends at 18:00 the next day.

- A late return starts the next paid 24-hour period.

- In confirmed force majeure, clean and dry equipment may be returned by 09:00 the next morning only if the situation is reported before 19:00 and confirmed in writing.

- One 10% winter discount applies to the whole winter order from four paid 24-hour periods, or when the order contains more than four complete sets. A complete set is ski + boots + poles, snowboard + boots, or a complete ski-touring set. Discounts cannot be combined.

The summer schedule starts automatically on 25 April; the winter schedule starts on 1 November. All stated times are Moscow time.

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

- Existing wear is recorded before collection. After return, the issued set is checked with the customer.
- Normal wear from correct use is not treated as damage. Return the complete set clean and in a condition that can be inspected.
- Repair cost is based on the actual damage. Unlisted damage is assessed after inspection and, where needed, diagnosis or a repair estimate.
- Replacement cost is payable for loss or damage beyond repair. If one item from a pair is lost and cannot be replaced separately, the replacement cost may be based on the pair.

Reference charges: summer equipment and clothing

- High-altitude boot gaiter tear - 500 RUB / cm
- Scarpa plastic-boot tongue - 500 RUB
- Other plastic-boot damage - 1,000-5,000 RUB
- Gaiter or overboot tear - 200 RUB / cm
- Rivet replacement - 300 RUB
- Down garment tear - 300 RUB / cm
- Down garment patch - 300-2,000 RUB
- Shell garment tear or patch - 200-800 RUB
- Oil or soot contamination - 1,000-5,000 RUB
- Lens, thermos cup or backpack buckle - 300-1,000 RUB

Reference charges: ski and snowboard equipment

- 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
- Snowboard base damage - from 2,000 RUB
- Gas pedal or binding disc - 500-800 RUB
- Highback - 500-2,000 RUB
- Buckle or strap - from 1,000 RUB
- Base scratch - 500 RUB
- Through-base patch - 1,000-3,000 RUB
- Edge dent or torn edge - from 2,000 RUB
- Delamination - from 1,500 RUB

The final amount is determined by the signed documents for the individual rental, the condition recorded at collection, the actual issued set and the return inspection.

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