

## Urban Pole Rental Criteria and Process

### What equipment is available for rent?

- The **spirit poles** are built for fitness and engineered for performance, safety, and comfort. They feature strapless ergonomic handles for a relaxed grip and injury prevention, anti-vibration features to minimize stress on joints, and a secure locking system. These 2-section collapsible poles adjust to heights of 4'2" to 6'2".
- The **activator poles** were designed by an occupational therapist specifically for rehab and long-term conditions. These 2-section collapsible poles feature a button locking system for greater weight bearing, ergonomic handles for core strengthening and to reduce strain on wrists, anti-vibration features to minimize stress on joints, and bell-shaped tips for stability.
- **Snow baskets** are optional. They can be attached to the poles to keep them on top of the snow while snowshoeing or skiing.



Photo Credit: Urban Poling Inc.

### Who may rent equipment?

- Equipment can only be rented by Community League members. To purchase a membership, please visit [our website](#) for more details.
- Proof of membership is required at the time of pick up.

### How much equipment may I rent?

- The EFCL has limited inventory and wants to ensure that rental opportunities are available for various Community Leagues and their individual members. A maximum of 5 pairs of poles can be rented at a single time. The 5 pairs can include a mix of spirit and activator poles.
- Exceptions may be made depending on the purpose of the rental and availability of equipment.

### For how long may I rent equipment?

- The equipment may be rented for a period of 30 days.
- Exceptions may be made depending on the purpose of the rental and availability of equipment.
- The EFCL will not prorate rental fees or damage deposits for members who wish to rent the equipment for less than 30 days.

### How much does it cost to rent equipment?

- A rental fee and damage deposit is required for each pair of urban poles rented.
- The rental fee for a pair of spirit or activator poles with 2 snow baskets is \$35.00 and the damage deposit is \$105.00 (total cost = \$140.00).
- The rental fee for a pair of spirit or activator poles without snow baskets is \$30.00 and the damage deposit is \$100.00 (total cost = \$130.00).

### **How do I pay my rental fees and damage deposits?**

- Rental fees can be paid with cash or a cheque that is dated in accordance with the first day of the rental agreement. The damage deposit must be paid with a separate cheque dated in accordance with the last day of the rental agreement.
- Please make cheques out to the *Edmonton Federation of Community Leagues*.
- Payment is required at the time of pick up.

### **How do I put in a request to rent equipment?**

- A request can be made by phone at 780.437.2913 or by email at [info@efcl.org](mailto:info@efcl.org).

### **How far in advance may I put my request in?**

- Requests for equipment may be made 3 months in advance.

### **What is the latest I may put in a request?**

- Requests must be made 1 week before the equipment is needed.
- Please keep in mind that we may not be able to fulfill your request if all of our inventory is rented.

### **When will my request be confirmed?**

- Your request will be confirmed or denied within 4 business days of being submitted.
- You will receive an email confirming the availability of the equipment you requested.

### **Do I have to sign a rental agreement?**

- Yes. You will be asked to read and sign a rental agreement at the time of pick up.
- The rental agreement is available on our website for your review. Please remember to bring proof of your Community League membership (paper or digital).

### **Where do I pick up and drop off equipment?**

- At the EFCL office located at 7103 105 Street.
- Pick up and drop off times are Monday to Friday between 8:30am and 4:30pm. The EFCL office is not open on statutory holidays or over the winter holiday season.

### **What if my request has changed?**

- If there are any changes to your equipment rental, please notify the EFCL as soon as possible. We will try our best to accommodate changes.

### **What if the equipment returned is damaged, missing, or late?**

- The EFCL will cash the damage deposit cheque to cover the full replacement cost for each piece of equipment returned damaged or missing. Any remaining funds will be returned to the renter by cheque.
- If the equipment is not returned within 2 business days of the rental period expiration date, the EFCL will cash the damage deposit cheque to cover the full replacement cost of the equipment.