

Terms and Conditions

1. Trackers are the responsibility of the renter, including trial loans. It is the responsibility of the renter to chase any trackers taken home by competitors, not Adventure Enablers.
2. Where Adventure Enablers sends Trackers to an event this is done either by USPS or UPS, Adventure Enablers will be responsible for them until the delivery is signed.
3. The renter is responsible for the sending (or hand delivery) and until arrival of the units back to Adventure Enablers office or Adventure Enablers personnel.
4. Adventure Enablers offers no insurance for the trackers - if loss of a tracker is a concern the renter needs to seek insurance themselves.
5. Current price for a replacement tracker is \$200. This includes the hardware and the admin required.
6. The cost of replacing a damaged or lost waterproof pouch is \$15.
7. For normal weekend hires - trackers need to be with Adventure Enablers by the Tuesday following the weekend. Special arrangements maybe required for Government Holidays.
8. Late returns will result in an additional weekend hire rate every 4 days per tracker that is not returned. If the tracker is not return within 10 days of the return date, it will be assumed to be lost and an invoice for the replacement amount will be issued.
9. Adventure Enablers relies on the service of mobile operators and cannot be held responsible for the provision of in a particular area or failure of these services. To determine tracker coverage, refer to AT&T coverage map.
10. Viewing the tracking website and use of the Adventure Enablers online management area require an internet connection via Wi-Fi or broadband. Adventure Enablers cannot be held responsible for the provision of in a particular area or failure of these services at any time.
11. Adventure Enablers makes best effort to ensure 99.9% up time of our web services, these are provided by a third party and we cannot be held responsible for the failure of these services. It is in our interest to ensure service is provided as quickly as possible.
12. The trackers we provide have an SOS button which requires a mobile signal. We don't recommend that this feature is relied upon by event organisers but rather supplements existing procedures. We will not be held responsible for the operational failure of this feature on the tracker.
13. For events, a pre-event invoice for 50% of the expected rental fee will be sent pre-event. This needs to be paid before any trackers are dispatched. If you think payment could be delayed then contact us so the invoice can be raised earlier.
14. Post event, an invoice will be sent within 1 week, with payment terms of 30 days.
15. Timing - Adventure Enablers provides a timing service that uses the GPS data sent to our servers. This is reliant of third party services (GPS Satellites / mobile coverage / web servers) and is reliant on correct placement of the tracker. We will not be held responsible for errors in this data.
16. Adventure Enablers will only field enquiries on tracker position data from event officials or from the emergency services.
17. Trackers hired by Adventure Enablers can only be used where the participant is fully aware that they are being tracked (we do not supply trackers or any service for covert tracking).
18. The use of tracking devices / Adventure Enablers portal shall indemnify, defend and hold harmless Adventure Enablers from and against any claim, demand, cause of action, loss or liability (including legal fees and expenses) for any property damage or personal injury arising from the use of equipment or service by any cause.

