

BOAT RENTAL INSTRUCTIONS

Welcome to our self-service boat rental program at Mirror Lake! Boats may be rented as early as 5:30AM-8:00PM, seven days a week from early April all the way through late October. Please read through the instructions below as you go through the process. The first time will require about 5 minutes of set-up. After that, you can rent boats within less than a minute!

1. Download the app, rent.fun on your smart phone. If you are having problems with your cell signal, we have set up a wi-fi connection from the boathouse. Look for the name "Mirror Boating" and use the password: boatmirror1 (all lower case).
2. Once the app is downloaded, follow the prompts to enter your user information. Be sure to allow the app to access your location when the app is in use.
3. Eventually you will reach a point where your phone will load a map of the area and at the bottom-right it will say "SCAN." Open your phone's camera and focus it on the QR code that is associated with the boat you want. If it acquires the code properly, it will automatically go to the next step. If the scan function is not working, then you can key in the code by clicking on the bottom keypad icon that looks like this:



The code is a 5-digit number that is located on the plaque and it is also written on the associated lock for the watercraft. **THE CODE YOU SCAN OR KEY IN SHOULD MATCH THE NUMBERS ON THE LOCK!!!**

4. The message will then display "Rent Kayak." ALL rentals are referred to as "kayaks," so don't let that throw you off! Press "Continue."
5. The app will then give you the option of either unlocking it now or renting another watercraft. Choose "Unlock Now."
6. A message will display asking you to press the button on the bottom of the lock. Just put your finger on the little sensor-button at the bottom of the lock and keep it

there for about 7-10 seconds. **JIGGLE THE LOCK OPEN DURING THE 7-10 SECONDS** (this is the #1 reason that the locks sometimes do not open). **The lock should then open.**

7. Once opened you are given a free 5-minute grace period so that you can remove the watercraft from the rack and get it ready, so no need to rush 😊. After the 5 minutes, your credit card will be charged in 15-minute increments of \$3.75 (\$15/hr). If a rental is ended within the 5 minutes, there is no charge.
8. Be sure to:
 - a. Get oars and lifejackets from where they are stored in front of the boathouse.
 - b. Close the lock back onto the cable so that it doesn't walk away!
9. You will see a message that says to place your things "into your locker." This is a default message and you can ignore it.
10. When you are ready to end your rental, open the app again and you will see two buttons, "End Rental" and "Unlock." Click the "Unlock" button and unlock the lock. Return your watercraft the way you found it and secure the lock one more time. **MAKE SURE THE KAYAKS AND CANOES ARE UPSIDE DOWN SO THEY DON'T FILL WITH WATER WHEN IT RAINS.**
11. Now click "End Rental."
12. The system will open up your camera and have you take a picture of the boat with the lock secure. This ensures that if anything happens to the equipment, you're off the hook because we'll have proof that you secured it correctly!
13. When the rental has been closed out properly, the app will go to a screen asking you to rate the app. You can ignore or write a review if you would like.
14. Return the oars and lifejackets back to the boathouse.
15. If you should have any problems, please speak with any of the staff on duty or call tech support at 978 534 2366. Please leave a message if there is no answer.

**DO NOT KEEP A RENTAL OUT BEYOND 8:00PM!!
DOING SO WILL INCUR A \$300 PENALTY FEE!!
THIS IS FOR YOUR OWN SAFETY**

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TEMPORARILY**

OUT OF SERVICE

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