

RIVIAN WAYPOINTS NETWORK

UNDER CANVAS GUEST FAQs

2022



What type of electric vehicle chargers are available at Under Canvas Lake Powell-Grand Staircase?

Under Canvas Lake Powell-Grand Staircase is excited to provide Rivian Waypoints Level 2 chargers, serving as Rivian’s first hospitality partner. The Rivian Waypoints chargers are exclusively for guest use during months of operation.

How fast are the chargers?

Under Canvas guests can charge their electric vehicle at their convenience with these Level 2 charging stations designed for an overnight charge. Rivian Waypoints chargers are capable of charging roughly 16-25 miles of range per hour.

Can my EV use a Rivian Waypoints Charger?

Yes! Our chargers have a standard J1772 plug, making them compatible with all electric vehicles.

What if I drive a Tesla?

Tesla vehicles come with an adapter that allows them to charge on the universal J1772 plug.

What do I need to do before I arrive to ensure a seamless charging experience?

Charging is facilitated through the Rivian mobile app, available for iPhone and Android users, to view and control charging time and pay with ease. Please be sure to download the Rivian app prior to your arrival.

Charging Etiquette:

- If you’re away from your vehicle, keep track of your charging session.
- Once you’ve reached your desired charge, please unplug and move your vehicle, allowing other guests to enjoy the charging amenity.
- Never park in a parking space that’s marked ‘EV charging only’ unless you are actively charging your vehicle.
- Place the plug back on the charger when your session is complete, leaving the space tidy.
- Report any problems you discover with the charger so we can ensure the issue is addressed quickly.
- As with all outdoor adventures, please leave the space better than you found it.

Who can I contact if I have any charging related questions or concerns?

You can contact Rivian directly via phone or email:

Phone: 1-888-RIVIAN-1

Weekdays: 8am-9am EST

Weekends: 11:30am-8pm EST

Email: customerservice@rivian.com

Contact their team any time, response time is usually within one business day.