

## **SERVICES AND POLICIES**

### **RENTING**

Once you have selected the items you need for your event you can then create your reservation. We accept cash, checks, and all major credit cards. To secure your reservation we ask for a non-refundable down payment equal to 25% of the total cost of the order. The balance is due when you pick up your items or before we deliver them. You may re-schedule your event for no penalty as long as you do so at least 1 week prior to your original pick up or delivery date. You may cancel or reduce individual items on your order, within reason, up to one week prior to your scheduled pick up or delivery date with no penalty. Notice of less than one week we charge half of the rental fee for each item canceled or reduced. You may add items at any time, subject to availability. Special containers are provided for your china, silver, glassware, etc. to insure that you receive your items sterilized, undamaged, sparkling and "table ready". Upon return items should be rinsed and repacked in the same containers as delivered. Linens should be debris free and air dried to prevent staining and mildew.

All charges are for time out, whether used or not, so make your selection carefully. Our count of items must be accepted unless we are notified immediately. Concession and some resale items are non-refundable.

### **DELIVERY**

Delivery is available at a fee. OUR MINIMUM DELIVERY FEE IS \$100.00 AND INCLUDES PICK UP. Delivery is available to the door at street level. Additional delivery charges will occur for 2nd floor or higher locations, excessive distance for loading and unloading trucks, and after hour's delivery and pickup. Special containers are provided for china, flatware, glassware, etc. to insure that you receive your items sterilized, undamaged, and "table ready". Our delivery personnel are instructed to neatly stack all items in a mutually convenient place on delivery. Our count of items must be accepted unless we are notified IMMEDIATELY. NO CREDIT will be given for unused equipment once it leaves our facility.

### **PICKUP**

All china, silver, utensils, etc. need to be rinsed, dried, food free, and repacked in the same containers as delivered. All floral arrangements, trash, and decorations of any kind should be removed from under tent before scheduled pickup time. A charge will be made for all boxes and crates not returned. All breakage, loss, and cleaning charges are in addition to rental charges. Linen should be debris free and dry to prevent staining and mildew. Tables and chairs must be broken down and stacked ready for pickup. Wax must be removed from candelabras. All items should be assembled in a single location, as specified earlier, ready for pickup. Items not meeting these conditions are subject to additional fees.

### **SET UP - TAKE DOWN**

Set up and take down service is available at a reasonable cost if arranged for in advance. If no arrangements are made and this service is desired on delivery, our drivers must call for authorization and pricing.

### **LOSS OR DAMAGE**

Responsibility for equipment remains with the customer from the time of delivery or pickup to time of return. Please be sure equipment is secure when not in use and protected from the weather. **We do charge for missing, broken, burned, or damaged items.** China, glassware, etc. will be considered broken if returned chipped; once it is chipped we discard it. If you discover a chipped or broken item when you unpack your order, please notify us at once so that we can note it on your contract and not charge you for it.

### **SITE INSPECTIONS**

We will be happy to do a site inspection if you are unsure of what size tent will fit in your area. We carry many different sizes of tents in several different styles. A staff member will meet you at your site and tell you what options are available. There is a small fee for this service but it will be waived if you book a tent and the order is over \$500. Fee will only be waived for first inspection.

### **PERMITS**

We can secure tenting permits in local counties for a fee. Permit requirements vary and will be handled on an individual basis. Please call for more information.