

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. We ask for 50% down at the time of reservation and the balance is due when you pick up your items or before we deliver them. You may reduce or cancel up to one week prior to your scheduled pick up or delivery date with no penalty, less than one week we charge half of the rental fee. 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 \$80.00 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.