

General Delivery/Pickup Policy

RESERVATIONS – TO CONFIRM YOUR ORDER A CREDIT CARD AND A NON-REFUNDABLE 50% DEPOSIT ARE REQUIRED.

******Client notes are located in the delivery instruction area. ******

Time range on proposal for delivery/pickup is for in-house use only -

TO AVOID A HOLD OVER FEE, CLIENT OR REPRESENTATIVE MUST BE ONSITE AT TIME OF DELIVERY TO SIGN PAPERWORK.

PLEASE NOTE: DELIVERY/PICKUP SCHEDULE DURING OUR HIGH PEAK SEASON (APRIL-OCTOBER & HOLIDAYS): WILL BE DETERMINED CLOSER TO EVENT DATE- (UNLESS TIMED SERVICE IS ACQUIRED- FOR ADDITIONAL FEE). PLEASE READ ON PROPOSAL IN DELIVERY INSTRUCTIONS FOR THE POSSIBLE DAY(S) IT MAY OCCUR.

DELIVERY CHARGES ARE ROUND-TRIP. STANDARD DELIVERY IS A TAILGATE DROP OFF (DOES NOT INCLUDE TENTS, STAGING AND DANCE FLOOR – THESE ITEMS ARE DELIVERY/SETUP/BREAKDOWN BY OUR CREW ONLY). EQUIPMENT WILL BE NEATLY STACKED ON DRIVEWAY, IN FRONT OF GARAGE, ON LOADING DOCK, UNDER OUR TENT RENTAL, OR CURBSIDE – CLOSEST LOCATION TO WHERE OUR TRUCK CAN PARK. ANY ENTRY INTO A PREMISE WILL INCUR A CARRY AND SERVICE FEES LISTED BELOW.

FOR PICKUP: CLIENT MUST NEATLY STACK EQUIPMENT IN THE SAME MANNER AND LOCATION AS DELIVERY TO AVOID ANY ADDITIONAL FEES.

-CARRY FEE IS \$0.50 PER CHAIR AND \$1.00 PER TABLE

-CARRY/SETUP FEE IS \$1.00 PER CHAIR AND \$2.00 PER TABLE

AT PICKUP: IF CLIENT IS NOT ON SITE FOR PICKUP, ITEMS MUST BE ACCESSIBLE TO PICKUP CREW, SECURED FROM THEFT AND NOT BE EXPOSED TO ELEMENTS. CLIENT WILL BE INFORMED OF ANY MISSING ITEMS USUALLY WITHIN 72 HOURS. IF PICKUP IS NOT AVAILABLE OR ACCESSIBLE DUE TO CLIENT, ADDITIONAL PICKUP AND SERVICE CHARGES WILL BE INCURED.

HOLD OVER /SERVICE FEES TO BE CHARGED FOR: CARRYING UP STAIRS, ELEVATORS (USAGE MUST BE AVAILABLE/RESERVED IF GOING TO ANOTHER LEVEL), NO LOADING DOCK, NO DELIVERY PARKING SPOT CONVENIENTLY AVAILABLE OR RESRVED, CARRYING BEYOND A REASONABLE DISTANCE, OR RE-SET-UP ONCE ALREADY SET ACCORDING TO DIAGRAM OR CLIENT DIRECTIONS

ADDITIONAL DELIVERY FEES ARE REQUIRED FOR DELIVERIES OR PICKUPS AT A PRECISE TIME, BEFORE OR AFTER BUSINESS HOURS, OR GOING THROUGH SECURITY CHECK POINTS.

UNSCHEDULED SERVICE REQUEST- OUR DELIVERY CREW CANNOT DEVIATE FROM THEIR TIMED SCHEDULE WITHOUT CONCENT FROM THE MAIN OFFICE.

PLEASE NOTE ANY ORDER CONFIRMED WITHIN 48 HOURS OF SCHEDULED DELIVERY DATE MAY BE SUBJECT TO ADDITIONAL FEE.

PLEASE NOTE: OUR EQUIPMENT IS INTENDED FOR INDOOR USE ONLY: TABLES ARE WOOD TOP AND CHAIRS ARE STEEL FRAME. ALL EQUIPMENT MUST BE BROUGHT IN OVER NIGHT AND IN CASE OF INCLEMENT WEATHER TO AVOID ANY WATER OR MOISTURE DAMAGE.

DWC-DAMAGE WAIVER IS AN OPTIONAL CHARGE (A NON-REFUNDABLE 10% OF RENTAL) AGAINST ANY ACCIDENTAL DAMAGE OR BREAKAGE TO THE EQUIPMENT, OR STAINS ON THE LINENS. **IT DOES NOT COVER LOST OR STOLEN ITEMS.** ALL BROKEN, DAMAGED ITEMS MUST BE RETURNED FOR VISUAL INSPECTION (IF GLASSWARE BREAKS, PLEASE ONLY SAVE THE STEM FOR VISUAL INSPECTION.) EXAMPLES OF ITEMS NOT COVERED BY DAMAGE WAIVER: ANY ITEM NOT RETURNED. INCLUDING CRATES AND RACKS, EXCESSIVE AMOUNTS OF BREAKAGE (NEGLIGENCE) OR ANY WATER DAMAGE TO EQUIPMENT. IF DECLINED, THE CUSTOMER ASSUMES ALL FINANCIAL RESPONSIBILITY FOR THE REPLACEMENT COST OF THE EQUIPMENT.

CLIENT ACKNOWLEDGES THAT THEIR CARD ON FILE WILL BE CHARGED FOR ANY OF THE ABOVE ADDITIONAL FEES

CANCELLATION POLICY:

TENT & TENT ACCESSORIES: RESERVATIONS CANCELLED WITHIN 30 DAYS OF THE DELIVERY DATE WILL BE BILLED AT FULL CONTRACT VALUE

EQUIPMENT: RESERVATIONS CANCELLED WITHIN 14 DAYS OF THE DELIVERY DATE WILL BE BILLED AT FULL CONTRACT VALUE

BY SIGNING THIS PROPOSAL YOU ARE CONFIRMING THAT YOU ACKNOWLEDGE THAT THIS IS A LEGAL BINDING CONTRACT AND THAT YOU HAVE READ OUR ABOVE REQUIREMENTS AND CANCELLATION POLICY GUIDLINE ATTACHED TO THIS PROPOSAL.

Client Signature: _____