



GENERAL DELIVER/PICKUP POLICIES

RESERVATIONS – To confirm your order, a credit card and a non-refundable 50% retainer is required.

PLEASE NOTE OUR DELIVERY/ PICKUP SCHEDULE: During our busy season (April-October & Holidays), delivery/pickup will be determined closer to the event date (Unless timed service has been paid for). Please read in delivery instruction area on rental contract the day's delivery/pickup may occur. Client may call week of event to find out day of delivery/pickup.

OUR EQUIPMENT IS INTENDED FOR INDOOR USE ONLY: Tables are wood tops with steel frames and chairs have either steel or wood frames. Damage Waiver does not cover any water damage to our equipment. If used outdoors, all equipment must be brought indoors or secured under tent overnight and in case of inclement weather to avoid water or moisture damage.

CLIENT OR REPRESENTATIVE (18+) MUST BE ON-SITE AT TIME OF DELIVERY TO SIGN FOR EQUIPMENT

STANDARD DELIVERY/PICKUP RATE INCLUDES – A truck tailgate drop-off/pickup. Equipment will be neatly stacked on driveway, in garage, in front of building entrance, on loading dock, under *our* tent rental, or curbside – closest location to where our truck can (or has to) park. Any entry into a premise will incur a carry fee. (Please note that tailgate service does not apply to tents, staging and dance floors as these items are to be setup and broken down by our crew only)

THERE WILL BE ADDITIONAL DELIVERY/PICKUP FEES – For any delivery or pickup at a precise time, before or after business hours, or going through security check points.

HOLD OVER /SERVICE FEES – Will be charged for the following: If equipment is carried in, setup or broken down by our crew; If stairs or elevator have to be used (please make sure elevator is available or reserved if carry fee is requested); if there is no loading dock or delivery parking spot conveniently available or reserved; if carrying is done beyond a reasonable distance; if equipment has to be re-setup once it has been setup according to diagram or client directions.

Client acknowledges fees to be charged if not disclosed prior to or paid for in advance of delivery/pick up

PRIOR TO PICKUP: Client must neatly stack equipment in the same location and manner as delivery, and also place items back in provided containers or racks.

AT PICKUP: If client is not on site for pickup, items must be accessible to our crew, **SECURE FROM THEFT AND NOT EXPOSED TO THE ELEMENTS. Equipment left out in rain or other inclement weather WILL BE SUBJECT TO A FULL REPLACEMENT COST OF THE EQUIPMENT. DAMAGE WAIVER CHARGE DOES NOT COVER ANY WATER DAMAGE TO OUR EQUIPMENT.** Client will be informed of any missing items within 72 hours. If pickup is not available or accessible due to fault of client, an additional rental fee, pickup fee and/or service charges will be incurred. Please note if client is not on site at pickup time and tailgate service is acquired, a carry out/holdover fee will be incurred.

UNSCHEDULED SERVICE REQUEST – OUR DELIVERY CREW CANNOT DEVIATE FROM THEIR TIMED SCHEDULE WITHOUT CONSENT FROM MAIN OFFICE



FEE SCHEDULE

- i. **CARRY IN FEE:** \$0.50 per folding chair, \$1.00 per stacking chair, \$3.00 per table, and \$0.50 per package, crate, or rack of other equipment for carry service into first room of entry or lobby area on the load-in level. Carrying of tables and chairs included to under our tent rental. Equipment to be left neatly stacked under tent.
- ii. **SETUP FEE:** \$1.00 per chair, \$2.00 per table. Diagram must be provided for setup.
- iii. **UNSCHEDULED HOLDOVER FEE** - \$40.00 per ½ hour per man on site

LATE CONFIRMATIONS: Orders confirmed within 72 hours of scheduled delivery date may be subject to additional fees.

TENTS THAT ARE STAKED IN GROUND: DC/MD/VA Law requires that Miss Utility (free service) is called 3 days prior to any dig to mark a property for underground utilities (does not include sprinklers, invisible fence, or any privately installed utilities). If order is confirmed within 4 full business days of delivery date, Miss Utility can no longer be called so it will be required that tent weights are added to the order at rate of \$25 per tent leg. **IF YOU ARE CONSIDERING RENTING A TENT, BUT WILL NOT MAKE A DECISION UNTIL THE WEEK OF THE EVENT IT IS RECOMMEND THAT YOU AT LEAST SCHEDULE MISS UTILITY TO MARK ANY LINES TO AVOID TENT WEIGHT FEES.**

CANCELLATION POLICY:

TENT & TENT ACCESSORIES: Reservations canceled within 30 days of the delivery date will be billed at full contract value.

EQUIPMENT: Reservations canceled within 14 days of the delivery date will be billed at full contract value.

DAMAGE WAIVER CHARGE (DWC): is an optional (non-refundable) charge equal to 10% of the equipment rental total. It covers against any accidental damage or breakage to the equipment, or stains to linens. **IT DOES NOT COVER LOST OR STOLEN ITEMS.** All broken or damaged items must be returned for visual inspection (If glassware breaks, please only save the stem for inspection). Examples of items not covered by damage waiver are items not returned, excessive amounts of breakage (negligence) or any water damage due to leaving equipment outside. 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 SERVICES RENDERED AND OR ADDITIONAL FEES IF SERVICE IS NOT PAID FOR IN ADVANCE.

Client Initials: _____

By signing this policies page, you are confirming that you acknowledge that you have read the above polices and this is a legal binding contract addendum

Client Signature: _____