

## Reservation Terms

**Reservations** are firm when a 50% non-refundable deposit is made and may be made in person or by email using a debit or credit card. We accept MasterCard and Visa. All prices are subject to change until reservation deposit has been paid.

**Rates** listed are for one day rentals. For weekend events, equipment rented for a Saturday or Sunday may be picked up as early as 9:00am on Friday and is due in the following Monday by 12:00pm for the one day rental charge. Payment is due before delivery or pick-up. Late charges will be applied for overdue items.

**Delivery service** is available for a small additional charge. Delivery rates are based on first floor delivery to your door or dock. Additional charges are made for other than first floor delivery, excessive time involved, and areas not easily accessible to the delivery vehicle. Upon delivery, our count of items is considered accepted unless we are notified otherwise immediately. At time of pick-up, all equipment should be repacked in the containers provided. Tables and chairs should be stacked as received and in the same area as delivered. Dishes and food service items should be rinsed and residue free. Linens should be shaken out and dry. *Please do not launder linens.* Set-up and tear-down of tables and chairs is available for an additional charge and must be arranged in advance. Late hour pick-ups can be arranged for an additional charge. We do not offer Sunday delivery or pick-up.

**Responsibility** for equipment remains with the customer from time of delivery to time of pick-up. Please be sure equipment is secured when not in use and protected from the weather.

**Cancellation Policy:** A 50% **Non-Refundable Deposit** is required on all reservations. The balance on Delivery orders are due 10 days prior to delivery date. The balance on Will Call orders is due at time of pick-up. Any cancellation or alterations to your order must be made at least 10 days prior to the reservation date. All tent rentals will require a 30 day cancellation notice prior to delivery date and a cancellation fee of 50% of tent total will be charged. All tent rentals cancelled in less than 30 days from delivery date will have a cancellation fee of 100% of tent total.

**Payment Terms:** All delivery reservations must be paid in full 10 days in advance of delivery date. All will-call reservations must be paid in full at time of pick-up. We accept Visa, MasterCard, Cash and Check.