



RENTAL POLICIES & PROCEDURES

PRICING

Rates are quoted for a daily, single-use rental. We normally allow a 72-hour period to accommodate delivery & pick-up. Delivery for weekend events are generally on a Wednesday, Thursday or Friday and will be picked up on Sunday, Monday or Tuesday. This is considered a one-day rental. Should you need your items for a longer rental period, please contact us for an extended rate quote.

RESERVING YOUR RENTAL ITEMS

We recommend reserving your items as soon as you are able, to ensure product availability. We will enter a quote into our system at no charge, but no items will actually be reserved until a payment is made. We require a deposit of one-third of your total rental to secure your reservation, with the balance due three weeks prior to your event.

PAYMENT OPTIONS

Your rental balance is due three weeks before delivery for your event. We accept Cash, check (w/valid driver's license), and Visa, MasterCard and Discover. Credit card payments will be taken over the phone once your reservation has been made. Are you a frequent renter? Please ask about our credit account or fill out a credit application found under FORMS on this website.

CHANGING YOUR ORDER

Additions made between final payment on a contract and your event will add a new reservation/contract which must be paid in full prior to your event. You can modify/reduce your order until 3 weeks prior to event to account for late minute RSVPs.

CANCELLATIONS

Your one-third reservation down-payment is non-refundable. Should you cancel within three weeks of your event, you are responsible for the full balance of the rental. If you have any questions, please speak with your event specialist.

BROKEN & DAMAGED ITEMS

The customer is responsible for the return of all items, including those broken or damaged. Be sure rental items are secured when not in use and protected from the weather.

DAMAGE protect you we automatically include **WAIVER**

To a damage waiver on every contract, although it can be waived by listing us on your wedding/event insurance policy as additional insured. This charge protects you against accidental damage to rental equipment while it is in your possession. EXCLUDED from the waiver are any items missing or misused items and mildewed linens.

REFUNDABLE RENTAL DEPOSIT

5% OF RENTALS (minimum: \$50; maximum: \$1000) - OF WHICH REPLACEMENT CHARGES FOR UN-RETURNED, BROKEN, OR DIRTY ITEMS WILL BE DEDUCTED

EXPLANATION: Usually, a large portion of this amount is credited back at the end of your event. This is a relatively new addition to our contract and was added at the request of past customers. Initially instituted because all events can expect some minor loss or breakage, our clients find it's a huge stress relief when we've already taken this into consideration and send a refund check, rather than ask for another payment that hadn't been budgeted for.



MISSING ITEMS

You will be charged a replacement fee for any missing items.

TAX EXEMPTION FORM

Tax exemption form under FORMS

DELIVERY & PICK-UP FEES

Delivery fees are determined by mileage –the first 15 miles is included when a tent has been ordered. A charge of \$3.00 to \$5.00 *plus* per loaded mile dependent upon required delivery vehicle. over 15 miles for both delivery and pick-up. Without a tent, the charge will per mile from our warehouse to the event site.

DELIVERY & PICK-UP TIMES

Delivery schedule planned at the beginning of the week of your event. We plan to have your order delivered one or two days prior to your event, times may vary depending on prior deliveries that day. Should you need your delivery between certain hours, please make those arrangements with your event specialist.

DELIVERY SIGNATURE

We request that you or a representative be available to sign for the delivery of your rental items to check the quantity and condition of items delivered. While we are good at what we do, we are human, If you find anything wrong, please let the delivery crew know or call us immediately so we can correct any issues in a timely fashion. Please let your event specialist know if you would like the delivery/pick-up crew to call when on their way to your location.

PREPARING RENTAL ITEMS FOR PICK-UP

Please place all your return items in the drop-off location for pick-up. China, glassware, flatware, etc. should be rinsed free of food and placed back in their original containers. Glassware should be placed in the rack upside down. Linens should be shaken free of food, placed dry into the bags for cleaning. Tables and chairs should be stacked and ready for pick-up unless you chose a set-up / break down fee.

WAREHOUSE PICK-UP

You can find us at 450 Old Willow Av., Honesdale, PA 18431. We are open from April – November 8am-6pm on Monday-Friday., 8-4 on Saturday, and 8-noon on Sunday. December thru March our hours are Monday-Friday 9-5; Saturday 8-noon, closed on Sunday. **No items are to be left outside without being checked in by our staff.** Should you need to schedule a return after these hours, please call our office at 570-253-8368 during business hours.

AFTER HOURS EMERGENCIES: Please call Joelee at 570-470-4040.