



## **RENTAL POLICIES**

### **RESERVATIONS**

To confirm rental items for your event date, you must provide a minimum 50% deposit, as well as read and sign a copy of the company rental agreement. Items will remain a quote and not be reserved unless both of these criteria are not met.

### **PAYMENT**

All orders are to be **PAID IN FULL**, before the time of delivery / customer pick-up. Accepted payment methods are Cash, Company/Personal Check, Visa, Discover, MasterCard, and American Express. Items will not be delivered / released, unless total is paid in full, and we have received a signed rental contract. **NO EXCEPTIONS.**

### **PRICING**

Pricing is subject to change without notice. Prices represented on price list represent a one day rental period, which includes customer pick-up/delivery the day before the event, keeping the items for the day of the rental, and customer return/pick-up on the day after the event. If you wish to rent items for an extended period of time, please contact a sales specialist for special rates.

### **CANCELLATION POLICY**

Upon confirmation of a rental order, the customer must give a 50% deposit to reserve the order. If customer decides to cancel order prior to event, it must be done 14 days prior to the event date. If a customer cancels event within 14 days of event, Main Events Party Rental will retain the 50% deposit. Customer does however, have the option to move rental date, as long as all items are still available. If items originally rented are not available on new date, similar replacement items will be issued.

### **DELIVERY / PICK-UP**

Delivery and pick-up are available to customer at an additional, reasonable price.

For a weekend event, we may deliver as early as Tuesday or Wednesday. If you are scheduled for a Friday delivery, we may call you at the beginning of the week and move the delivery day up a day or two, depending on workload and weather conditions. We cannot guarantee a specific delivery / pick-up time. To find out when your order is scheduled for

delivery/pick-up, please call the day before the delivery/pick-up date indicated on your contract. If a specific delivery/pick-up time is needed, additional fees may apply.

Pickups that are scheduled for Monday may be pushed back to a later date due to inclement weather or high workload. Your flexibility is greatly appreciated by our staff. Please keep in mind that rental equipment is the customer's responsibility from the time of delivery until the time of pickup.

Normal Delivery Prices represent the following requirements:

- Area is easily accessible to our trucks
- Equipment is to be unloaded within 10 feet of the tailgate of the truck
  - *All deliver equipment is dropped off in stacks as close to your requested area as can be reached with our delivery vehicle, according to prior submitted layout/directions sent by customer.*
- Delivery location must be on the first floor
- Delivery must take place during normal business hours
  - 9:00am-5:00pm Monday-Friday
  - 9:00am-2:00pm Saturday

***Additional distances, steps, elevators, After-Hours / Sunday / Holiday deliveries, etc., will be subject to additional charges***

Set-up and tear-down service for chairs and tables is available at an additional fee. If this service is requested, we must receive a layout / drawing at least two (2) days prior to delivery.

## **CUSTOMER PICK-UP / RETURNS**

Customers may pick-up most items from the Main Events Showroom during normal business hours, if they wish to avoid delivery and pick-up charges. Items that are not available for customer pick-up include: all tents, dance floors, staging, and large inflatables. Upon pick-up, a loading waiver **MUST** be signed in order for a Main Events' employee to load your vehicle. If refusal to sign waiver occurs, the customer is responsible for loading items.

## **RETURNS – FINAL INSPECTION**

Main Events Party Rental reserves the right to modify charges for broken, missing, damaged, or dirty items up to **7 Days** after items have been received prior to going through **FINAL** inspection.

## **PRIOR TO PICK-UP OR RETURN**

Rental Items including Tables and Chairs should be stacked in the same manner they were upon delivery. All cooking, beverage, and concession items should be cleaned and placed back in the containers they were delivered in. Linens should be dry and free of excess garbage to prevent mildew and staining. Additional charges will apply if restacking of items is necessary. Customer will pay full replacement cost of linens if they have mildew or staining not removed during normal washing, as well as full replacement cost for any rental items or storage containers missing upon pick-up.

## **BEVERAGE / CHOCOLATE FOUNTAINS / CONCESSION MACHINES / GRILLS**

The above mentioned items all require a cleanup deposit upon rental. Fountains and concession machines are \$20 per machine, and grills are \$50 apiece. All fountains, grills and concession machines **MUST** be cleaned and returned the same way they were delivered / picked-up. If not, the cleanup deposit will be retained by Main Events Party Rental.

## **LINENS**

As a service to our customers, we offer the rental of top quality linens and napkins in a variety of colors and sizes. We carry a large variety of colors and sizes in stock at our warehouse; however some may need to be specialty ordered. If linens are specialty ordered, payment must be paid in full at the time order is placed, and once ordered, there are no cancellations allowed, no exceptions. Last minute linen orders are allowed however can be costly, and a two-week grace period is encouraged.

When picking-up linens, you are responsible for verifying that you are receiving the appropriate number. All linens must be returned in the supplied laundry bags or storage crates; be free from any burns, wax, tears, pins, tacks, abrasions, etc.

The customer is responsible for the replacement cost of any missing or damaged items. Shake out any loose debris from linen (food, petals, decorations, etc). Failure to remove all loose debris will result in a fee of \$2.00 per linen. All skirting come with clips for tables, if unreturned, you will be charged \$.50 for each missing clip.

We reserve the right to make final inspection of linens when we perform our cleaning/.pressing procedure. Typically, this process will be done within 72 hours; after which you will be notified of missing or damaged items.

## **MECHANICAL CANDLES & WAX REFILLS**

Mechanical candles require wax refills which we have for purchase. You are required to return mechanical candles in the candle wraps in which you received them upon pick-up/delivery (each wrap contains 15 candles). If wraps or candles are missing, you will be charged upon drop-off or later notified.

When mechanical candle, candle holder, candelabra, etc. are returned, they must be clean and free of wax. If not, there will be a \$20 cleaning charge per candelabra or fixture.

## **STAGING & FLOORING**

When choosing a location for a stage or dance floor, the most level area should be selected. Our wood parquet dance floor is for indoor use only, no exceptions. Our Black & White and Wood Laminate dance floors can be used both inside and outside. If used outside, floor must be set up on an area with limited holes, waves, etc. If floor is to be set up on unlevel ground, a \$20 leveling fee will be added, and if breaking/bending occurs due to unlevel ground, customer

is responsible for cost of repair/replacement. Outdoor dance floor has a sub-floor built in, no additional sub-flooring is needed.

## TENTS

All tents we install must be anchored to the ground at all times, no exceptions. There are several ways to do this. Our first priority is staking. This can be done in grass and asphalt. If done in asphalt, an additional drilling/patching fee will apply. Please know what is underground before we arrive. **We are not responsible for any underground utilities, sprinkler systems, septic systems, etc.** Keep in mind that overhead clearance (i.e. electrical wire, tree branches, etc.) is also necessary. If set-up is required on concrete, we can either use concrete anchors, which requires drilling, or water barrels. **Permits for tents are customer responsibility. Note, that water barrel anchoring is a last resort. We reserve the right to refuse to install tents anchored by water barrels, if inclement weather is expected. Customer assumes all responsibility for tents anchored by water barrels, and is held liable for any damages or injuries associated with set-up.**

## RESPONSIBILITY

Responsibility for rented items remains with the customer from the time of delivery, until the time of pick-up or customer return. Additional charges apply for any missing or damaged items.

**\*\*All items availability is based on 1<sup>st</sup> Come / 1<sup>st</sup> Serve Basis\*\***