



## Event Rental Guidelines

### *Reservations:*

Rental equipment is considered reserved in your name, for your event only upon receipt of a signed contract for accounts customers in good standing or once required reservation fees (25%-50% depending on items reserved) have been paid by cash customers. Special order items may require full prepayment in advance of Special Occasions ordering the items requested. All inquiries and quotes are not considered reservations until reservation fees and/or signed contracts have been received and confirmed by Special Occasions.

### *Cancellation Policies:*

A 25% cancellation charge will apply to all items (excluding: tenting, staging, flooring and special order items) if cancelled after Reservation Fees are collected.

A 100% cancellation charge will apply if items are cancelled less than 48 hours from the date of delivery or customer pickup.

A 50% cancellation charge will apply to all tenting, staging and flooring if cancelled after Reservation Fees are collected.

A 100% cancellation charge will apply to all tenting, flooring, and staging if cancelled within 96 hours of the date of delivery or customer pickup.

### *Rental Rates:*

Rental rates are based on a single use charge. Normally this will involve delivery or customer pickup one day before the event and returning one day after the event. Extended rental rates are available.

### *Increases & Last Minute Additions:*

We will make every effort possible to accommodate your last-minute needs. We will add to your order as long as the inventory is available. Please try to add as far in advance as possible so that items can be pulled with your order and counts double checked to eliminate unnecessary trips. If your order is being delivered, additions within three (3) days of your scheduled delivery date may require additional trips and therefore additional charges due to loading and routing constraints.

### *Overdue Equipment:*

Equipment that is not returned by the customer or available for pickup by Special Occasions on the agreed upon return date will be charged out at the daily rate of the items for each calendar day past due. After two (2) weeks, any equipment still not returned will be charged off at the replacement cost plus one (1) week of rental rate. Extra trips to pick up, or attempt to pick up, the equipment will result in additional charges for pickup.

### *Setup & Takedown:*

Setup and Takedown are available for an additional fee. This fee can be quoted upon reservation of the rental equipment and requires a drawing or plan for how to setup this up so we can accurately estimate the time and labor required. Once equipment has been setup in the manner as instructed, moving this equipment or re-setting it will be subject to additional fees. Setup or Takedown not arranged for in advance will result in additional fees.