

# Celebrate Rental Policies

## **RESERVATIONS:**

To guarantee your order, a 35% non-refundable deposit is required at the time of reservation. Changes and reductions to reservations are accepted up to 1 week before delivery or customer pickup with the exception of tenting, which is 30 days. Additions may be made, based on availability until the day before delivery or until customer pickup. Reservations are to be paid in full at customer pickup or 24 hours in advance for deliveries.

## **DELIVERY:**

Delivery & Pickup service is available for all rental equipment but additional charges do apply. Deliveries are curbside, or immediately accessible to our trucks. If delivery requires a long carry or stairs, a fee will be charged. We do offer set up and take down for an additional charge and must be arranged prior to your event. Customer or representative must be present to accept and sign for delivered goods. Customer is responsible to inspect the equipment that it is in good condition and understands items proper use. All shortages need to be reported day of delivery. Rental fees still apply on items not used. Customer agrees to assume the risk of and hold Celebrate Event & Party Rental harmless for property damage and personal injuries caused by the equipment. Celebrate Event & Party Rental will not be responsible for damage to overhead or underground wires, sprinkler systems, septic tanks, or any other underground or hidden obstruction. Customer requests for delivery or pickup on Sunday, holiday, or evening maybe subjected to additional charges determined by Celebrate Event & Party Rental.

## **PICKUPS AND RETURNS:**

Prior to pickup or returns, dishware should be scraped and replaced in their delivery containers. Linens need to be dry and refuse free to prevent mildew and stains. Cleaning fees may apply if equipment is returned excessively dirty. Tables, chairs and other rental items should be returned to the same single location for convenient pickup. There is an additional labor fee if items are not pickup ready. Rental fees still apply on items not used. Customer agrees to return the rental equipment during regular store hours, upon termination of rental period. If not returned in agreed time, customer shall pay an additional charge equal to the daily rate for each day.

## **LOSS OR DAMAGE:**

Customers are responsible for all breakage and lost equipment including containers. All items should be secured and protected from theft and weather conditions. A nonrefundable damage waiver of 10% of the rental rate protects you against the cost of accidental damage to equipment you have rented. Not covered by the damage waiver is as followed: a. loss or theft of equipment; b. damage due to neglect or misuse; c. loss by willful neglect or abuse; d. mysterious or unexplained loss. Damaged or broken items are to be returned for coverage under damage waiver.

***Prices and policies are subject to change without notice.***