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## General Policies

### Deposit / Cancellation Policy

All rentals require 30% of the total cost in order to secure the reservation, which is nonrefundable if cancelled. All reservations must be paid in full two weeks prior to the scheduled delivery/customer pick-up date. Orders cancelled within two weeks will be charged 100% of the rental cost. Account customers will be billed after event. Cancellation fees will be assessed for any cancelled orders that exceed 20% of original rental cost. **All changes must be made 48 hours prior to the rental items leaving the store.**

All linen rentals must be paid in full when placing the reservation. There will be no refunds for any linen cancellation. **Any linen changes must be made two weeks prior to the delivery date or the date of customer pick up.**

### Damage Waiver Charge (DWC)

Damage waiver is an optional charge that costs 10% of the rental total and relieves the customer from paying for any accidental damage done to the rental equipment. Damage waiver does not cover negligence, theft, loss or vandalism. If damage waiver is declined, the customer will be charged for the damaged rental items. Damage waiver must be applied to entire contract, and cannot be applied to specific items. Damage waiver is not insurance and it is nonrefundable. Lessee is responsible for security of all rental items from time it leaves General Rental until return.

- **Damage waiver for linen** will only cover up to 30% of the pieces damaged. I.E. 3 out of 10 linen would be covered, any more would be considered negligence. "Damage" includes excessive staining, tears, wax, etc. Not covered: Mildew- Linen should not be bunched up or bagged in plastic if there is any moisture present.
- **Damage waiver for dishware** covers any breakage, but a majority of the broken pieces must be returned to prove it was broken and not lost or stolen.
- **Damage waiver for tenting** will cover the tenting alone, and not damage done to items in or around the vicinity of tent. Wind damage alone is covered without damage waiver, but damage waiver will cover damage caused by wind pushing or dropping items into/on the tent- like a tree branch, for example. Leaving sidewalls on tenting in high winds is considered negligence, and will not be covered.

### Cleaning & Inventory

All orders are clean, serviced and ready to use when sent out. Cleaning instructions are included with all rental items. Dishware must be washed, rinsed, dried and placed in the same containers they were sent out in. A cleaning charge will be assessed to all rental items returned dirty. Make arrangements with our staff if the items will be returned dirty.

**Please sign that you have read and understand the above:**

Name (please print) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Contract Number: \_\_\_\_\_ Event Date: \_\_\_\_\_