

GENERAL TERMS AND CONDITIONS

PRICING

Most of our rentals are priced at a rental period of 72 hours. There are few exceptions and a call or e-mail to our facility will give you the correct information. If you have an event on a weekend, a Friday through Monday rental is considered a one-time rental period.

DELIVERY / PICK-UP

We provide delivery and pick up option to our customers at a reasonable rate. The minimum cost for this service is \$55.00. We provide delivery and pick up during normal business hours. Please contact us for operating hours depending on season. If you require that we provide delivery or pick up outside of the regular operating times that can be arranged for an additional charge.

For pick-up, all items should be stacked and ready for us to take quickly from your site. If you would prefer that we do a break down of your event, prior arrangements should be made and an additional labor charge would be applied.

IN STORE CUSTOMER PICK-UP

Our items are available for our customers to pick up from our showroom during business hours. In store pick-up orders should be placed 48 hours from the time you would like to pick up so that we can have everything clean and ready to rent.

RETURNING TO OUR STORE

When glassware, china, flatware, etc is ready to be returned to our store it should be refuse free and placed inside the containers they were given to you in.

Linens should also be dry and refuse free to prevent staining and mildew.

There will be an additional charge for extensive cleaning, if required.

CUSTOMER RESPONSIBILITY

We place trust in our customers that our rental items remain in good condition from the time of delivery to return. We do charge additionally for damages and shortage.

CANCELLATION POLICY

We request that we be informed of any cancellation within 10 days prior to your event. If there is a canopy cancellation made less than 10 days from your event you will be responsible for 50% of the cost of that canopy.

CANOPY TERMS AND CONDITIONS...PLEASE READ

Job Site Inspections

UNDERGROUND – It is the renter's responsibility to locate all potential underground utilities in or around the specified area.

- a. Utilities could include, but are not limited to, water, gas, electric, telephone, sewer, etc.
- b. All utilities in the specified area, **MUST BE MARKED**
- c. If you have any doubts or questions about any underground utilities, contact your local (or state) Utilities Protection Service. Most utility protection services require a minimum of 48 hours notice to locate and mark all underground utilities.

OVERHEAD – Visually check the specified area for any and all overhead obstructions that could possibly be in the area of the erected canopy top.

- a. This includes tree limbs, branches, basketball rims, power lines, etc.
- b. Tent height information can be received from Gates Party Rents.