



Event Rental Policies & Procedures

RESERVATIONS

- A non-refundable 25% down payment of the total rental charge is required to place a reservation.
- An additional non-refundable 25% is due 90 days prior to the "out date" indicated on the rental contract.
- Two-weeks prior to the "out date":
 - The remaining payment on the rental total is due (final quantities needed)
 - Deposit payment is collected. This is a flat amount collected to cover loss, damage, late returns, missing items, and unexpected conditions requiring additional services. The deposit amount is determined by the size of the order and is refunded after the order is checked in and closed (less any adjustments due to the aforementioned occurrences).
- Adding to your order at any point in the process may require additional down payments.
- Minimum order size is \$1,000
(including rental, sales, labor, damage waiver, delivery and retrieval but excluding sales tax).
- Payments can be made with credit card or check. Check payments must be received at least two weeks prior to the "out date". Check refunds may take up to three weeks following the close of the contract (not the return date).
- A driver's license is typically used for identification when placing a reservation.

RENTAL PERIOD AND RATES

Generally, rates are quoted for a one-day, single-use event. Arrangements for customers utilizing Event Essentials' delivery, pick up and labor services are made on a case-by-case basis depending on customer needs, staff availability, delivery assets, venue requirements, etc.

Typically, arrangements allow for the equipment to be obtained at least the day before the event and returned the next business day after the event. If you require a different rental period or accommodation, please contact us for rate information. All charges are for time out whether used or not. Prices and policies are subject to change.

ORDER CHANGES

- Final changes to rental item counts need to be placed at least two weeks prior to the "out date".
- Orders are packed, staged, and loaded one week prior to the "out date" and cannot be reduced.
- Equipment added to your order within one week of the "out date" may be subject to "Last Minute Order" or additional delivery fees.
- Once the order is assembled full charges apply.
- Reductions to orders may be subject to re-stocking fees.

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CANCELLATION (excluding tents)

- Cancellations made more than 90 days from the "out date" will be charged 25% of the total rental.
- Cancellations made within 90 days of the "out date" will be charged 50% of the total rental.
- Cancellations made within 14 days of the "out date" will be charged 75% of the total rental.
- Cancellations within 48 hours of the "out date" will be charged the full rental total.
Note: Additional charges may apply if the order has been loaded and/or in route.
- Cancellation on special order or custom-built items is not refundable.

TENT CANCELLATION

- Tent reservations canceled 90 days or more prior to the "out date" will receive a full refund.
- Tent reservations canceled less than 90 days prior to the "out date" will be charged half of the tent rental.
- Tent reservations canceled within 14 days of the "out date" will be charged the full rental.

DAMAGE WAIVER

An optional damage waiver is available. For 10% of the rental charges, the customer can waive the risk of accidental damage to the rented items (excepted **installed** tents, see below). The Damage Waiver does not cover the cost of missing items or negligent use of the equipment. To make sure you receive credit for broken or damaged items (if Damage Waiver is elected), please return the broken items. For example, if a glass is broken, please return the broken piece(s) for coverage. Excluded from this waiver is loss or damage due to theft, disappearance, and mildewed, burned or torn linen. Examples of damage covered by Damage Waiver include accidental damage such as chips, cracks, broken china or glassware; stains to linens, damage to tables or chairs. The damage waiver fee is non-refundable.

Damage Waiver is Not Available for Installed Tents

Damage waiver is not available on installed tents and is not charged on installed tents. Damage due to weather to tents installed by Event Essentials is Event Essentials' risk. Damage to tents from vandalism, vehicles, lawn equipment, decorations, other vendors, grilling and food preparation, non-Event Essentials lighting, falling branches and trees not from weather, and chemicals such as fertilizers and pesticides; for example, is the customer's responsibility.

Broken, Damaged and Missing Rental Items

The customer is responsible for the equipment while in their possession. Be sure equipment is secured when not in use and protected from the weather. Notify us immediately if you find something broken or missing when it is received!

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DELIVERY & PICK UP SERVICES

Delivery

Delivery is available between 8:00am - 5:00pm, Monday through Saturday. Fees are determined by zip code and number of vehicles required. It includes service to a secure location such as first-floor docks, garages and within 25 at-grade-level feet to the tailgate of the truck. Our delivery staff will unload all items to a place accessible to our truck. Delivery, pickup, setup and take down to areas or floors beyond this requires additional charges due to an increase in required labor. Delivery, set up and take down services outside of 8:00am - 5:00pm can be arranged with an Account Manager. Charges are determined by the person-hours incurred, services performed and the time of day the service is required.

Special racks, containers and packaging are provided for china, glassware, flatware, etc., to ensure that you receive your items sanitized, undamaged, and ready for use. Missing or damaged packaging is charged a replacement fee.

Pick Up

Rental items are picked up from their point of delivery, secured, and protected from the elements. China, glassware, and flatware should be rinsed free of food and placed back in their supplied racks. Linens should be dry and returned in the bags or bins provided (make sure fabric items are not damp to avoid mildew). Tables and chairs should be taken down and stacked in the manner they were received. Charges may apply if outside these parameters.

OFFICE HOURS AND LOCATION

To make sure qualified and knowledgeable staff is available, appointments are important. Please call ahead to schedule an appointment.

- Our warehouse and offices are located at 6485 Blanchar's Crossing, Windsor, WI 53598.
- Event Essentials is located near the intersection of Interstate 90/94 and Highway 19.
- Business hours are 9:00AM-4:00PM Monday-Friday, consultations are available by appointment only.
- Event Essentials office is closed on Saturday, Sunday and holidays.

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