



# event essentials

## Frequently Asked Questions

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Our Mission:

Successful Projects & Memorable Events

[www.eventessentials.com](http://www.eventessentials.com)



## Reservations and Rental Procedures

### How do I make a reservation?

It's pretty simple...put money down on the order and tell us your name, address and phone. If the order is being delivered we will need to get a bit more information (where, when, etc).

Money we receive on a reservation is called a deposit and it allows our system to set aside inventory for your special event. If we do not receive a deposit we consider this an inquiry and equipment is not reserved. Reservations are made on a deposit-received-first basis so place your reservation early to avoid items not being available for your event.

You should receive a copy of the reservation with all the details discussed. Look it over to make sure it agrees with your expectations. Call us if you have any questions or corrections.

### How is the deposit calculated?

The Total Deposit is Total Charges plus 20% rounded to the next highest \$10 increment. (Total Charges are the total of the rental, services, merchandise, damage waiver, tax, etc.)

### What forms of payment do you accept?

We accept cash, MasterCard, VISA, American Express and Discover. We accept checks when they are received more than 15 days prior to the delivery or customer pick up date.

### How much deposit do I have to put down to make a reservation?

It depends on how far ahead you are placing the order. We follow this Total Deposit timetable:

Time Frame	Minimum <u>Total Deposit</u> On The Order
Prior to 90 days before delivery or customer pick up	20%
60 to 89 days before delivery or customer pick up	50%
At least 30 days before delivery or customer pick up	100%

### Why do I put down more money than the Total Charges?

It is a contingency to cover loss, damage, changes, late returns, unexpected conditions requiring extra labor, etc. Usually things go as expected and you will receive back the difference between the Total Deposit and the Total Charges. It is possible, however, (and rare) that unexpected situations can make the Total Deposit less than the Total Charges in which case an amount will be owed.

### What about changes to my order?

- Final Counts: The following lead times are needed for accurate set-up and transfer of your order:

Going-out Store Location	Set Up & Transfer Time Prior to Out-Date
East (Madison)	5 Days
West (Middleton)	5 Days
North (Windsor) – Delivered Orders	4 Days

- We will accommodate late changes to your order for a late service fee. Check with your Account Manager for current fees.
- **A Few Things to Consider about Changes:**
  - Frequent changes: We will accommodate as many changes as you wish, and will do our best to fill your order accurately.

- Late changes: Orders changed or placed close to the Out-date may require you to pick up all or parts of the order at our Windsor warehouse.
- Review the order carefully *after each change* to assure agreement between us and call immediately if there are discrepancies!

**What if I need to cancel?**

That's unfortunate but sometimes it happens. Plan carefully so you don't incur Cancellation Fees! We use the following schedules to calculate cancellation charges of the items cancelled:

General Special Event Equipment	
Time Before Out-Date	Cancellation Fee of Cancelled Charges
More than 10 days	No charge
6 to 10 days	25%
2 to 5 days	50%
Less than 2 Days	75%

Tents	
Time Before Out-Date	Cancellation Fee of Cancelled Charges
More than 30 days	No charge
16 to 30 days	25%
2 to 15 days	50%
Less than 2 Days	75%

**What is the Damage Waiver?**

The Damage Waiver is an optional part of any contract that you open with us. The Damage Waiver is calculated at 10% of your rental cost. Accepting the Damage Waiver means that you are not responsible for repair or replacement costs from accidental damage to the equipment you have rented.

While the Damage Waiver covers accidental damage, it does not cover the cost of replacing missing items or negligent use of the equipment. To make sure you receive credit for broken or damaged items, please be sure to bring us a piece of "evidence". For instance, if a glass is broken please return the broken pieces to us.

Special note regarding Installed Tents: Damage Waiver is not charged on installed tents and accessories (liners, lights, etc.). However, since Damage Waiver is not charged (or available) damage done to these items is the responsibility of the customer. For example, damage done by the customer, guests or suppliers.

**Do you Deliver and Set up?**

Yes! We deliver and pick up almost anywhere. Basic fees (and items that include delivery and pick up such as Installed Tents) include Madison-area service, Monday through Saturday (not including holidays) during business hours. It includes service to first-floor docks, garages or within 25 feet of the tailgate of the truck. Delivery, pick up, setup and takedown to areas or floors beyond this require additional charges due to increased labor costs.

We can also set up tables, chairs, audio visual equipment and more. Hourly labor rates apply and are based on many factors (day and time, truck proximity to set up, terrain, obstacles, time constraints, etc). Please consult an Account Manager for delivery and labor quotes, service area and related charges.

**What if my order is missing an item or something is broken?**

Your order is double checked before it is sent out to you. Please check over your entire order when you receive it. If there is a problem let us know right away so we can document it and correct the situation as soon as possible.

### **What if I have problems with my equipment?**

If you run into problems with any of our rentals (even after hours) give us a call right away. The sooner we know about the problem the sooner we can fix it. If we are closed you will be able to leave a message and someone will return your call. If you report a problem after the event you will be charged for the rental.

### **What condition does the equipment need to be returned?**

The equipment will be sent out in ready-to-use and working condition and in its appropriate containers. Rentals should be returned in the same condition and containers. Please make sure to return all totes, bags and boxes you receive with your rental. Charges will apply for missing containers and items needing extra cleaning (see below for fabric items).

You will receive dinnerware, flatware & glassware clean and ready to use. They should be returned rinsed and free of food. If extra cleaning is required (i.e., soaking and cleaning old food, washing out tough stains, removing wax from votives) a cleaning charge may be added.

**Linen and Fabric Care:** Linen rentals require special care to ensure proper return. Laundering is included in the rental; however, please observe the following care tips to avoid charges.

- Please remove any food, clips or decorations from the linens and place them loosely back into the bins or bags they were sent in.
- Chair ties should be returned untied.
- Protect fabric items from the elements; such as rain, dew, etc.
- If any of the linens are damp or wet please allow them to dry before repacking. It is very easy for mold and mildew to begin growing given the right conditions.
- Mold, mildew and burn holes are considered improper or negligent care and are not covered by the Damage Waiver.
- Food and beverage stains that are part of normal tabletop use are covered in the rental fee as part of the laundry process. Pen and permanent marker stains, tire tracks, shoe marks, burn holes, etc. will incur extra charges.
- Do not use linens as wiping cloths.

### **When do I get my refund?**

As soon after the return of the equipment and final accounting as possible! Here's what happens: Depending on the day of return, order size, returned-to location, and time of year your order will be processed within 1 to 5 business days. If there are damaged or missing items you will be contacted. If you are aware of damaged or missing items or other unexpected issues please notify us. This expedites final accounting and closing of the transaction since we don't have to contact you if we know *you* already know about it.

The speed of the refund will also depend on what form of payment you use. Cash and check refunds will take 10 to 14 days to process and send after the final closing (not the return date). Credit card transactions don't take as long because they are processed electronically the same day the order is closed.



## Special Notes on Tent Rentals

- **Customer Available during Installation:** Please have someone with event knowledge and authority present during delivery and set up of the tent to insure proper placement and orientation. Changes made during or after set up will incur extra charges.
- **Madison Parks:** In order to set up any structure in a Madison park you will need a permit. You can get a permit by calling the Madison Parks Department (608-266-4711). The Madison Parks Department requires that you call Diggers Hotline (811 or 1-800-242-8511) to receive a ticket number before they will allow installation of any structure. Digger's Hotline is a free service and must be called between 7-14 business days before your event.
- **Diggers Hotline:** Diggers Hotline will detect and mark only public facilities such as gas, water, electric, telephone, and cable lines. They will not detect or mark facilities you have installed such as sprinkler systems, electric dog fence, gas, electric, cable, or telephone lines extended from the main service to out-buildings. You must accurately mark these facilities. A to Z Event Essentials will not be responsible for repair or damage done to unmarked or inaccurately marked private facilities. The customer may be liable for injuries to installation personnel as a result of striking unmarked or inaccurately marked facilities. Please complete a Diggers Hotline worksheet so we can arrange to have the site marked for public facilities (available from your Account Manager).
- **Site Assessments are Recommended:** If you have questions about what size tent you need please call us. We can help plan your event with computer-assisted design to assure there is enough room and the area meets your expectations. We will also visit your event site to assess feasibility and size (charges may apply outside the Madison area). If you do not have us do a site assessment we are not responsible for a tent that is not appropriate for your event. Charges may apply for extra efforts needed to adjust to undisclosed and unexpected conditions.
- **Staking versus Weighting:** Pole tents can be installed in asphalt and turf with stakes but cannot be installed on concrete. There is a small extra per-hole charge when staking into asphalt for hole-plugging. A frame tent may be installed with weights in an area where staking into the ground is not possible. However, the most secure and economical method for securing a tent is when it is staked into the ground! A to Z Event Essentials will install weighted tents if the customer insists this is the only option and a tent is desired. There is a substantial extra charge for weights. Since the installation is being made under less-than-optimal conditions under the customer's directive the customer accepts the risk for personal and property damage that may result in the event of inclement weather.
- **Event Drawings:** We are pleased to provide event drawings as a service to customers. You may have a copy when you make a reservation deposit. There is a charge for the plan if you do not complete the event with us. Consult your Account Manager for details.
- **Lawn Care? – Think Ahead! :** Please mow your lawn at least 2 or 3 days prior to installation to minimize clippings sticking to the inside of the tent. Do not have your lawn fertilized shortly before your event to avoid toxic chemicals in the event area and on equipment or endangering personnel.
- **Weather and Installation:** On occasion, we have had to adjust installation and take down times to avoid dangerous conditions due to weather. We make every effort to accommodate plans for your event but since there are matters beyond our control we reserve the right to decline (as a last resort) or adjust the installation or takedown time of a tent due to severe weather.



- **Surface and Ground Conditions:** Unacceptable surface conditions can be a matter of safety if the ground is unstable due to excessive water or poor soil conditions. As a matter of comfort you may want to consider flooring if the area is prone to standing water, has uneven turf, gravel, etc.
- **Adjustments to Set Up and Take Down:** We may need to install your tent several days prior to your event to accommodate weather forecasts, travel logistics, event complexity, equipment set up and testing, and other events in the same time frame. Likewise, after the event, take down may need to be delayed. We will keep you informed when this is necessary.
- **Grilling and Cooking:** Fire codes state that no grilling or cooking or combustion heating can occur within 20 feet of any tent. You will be charged for damage or cleaning required as a result of cooking or heating in or near the tent. You will also be responsible for any fines levied by fire officials. Please see us for tent heating options.
- **Severe Weather and Safety:** We are not responsible for damage to people or property in close proximity or under a tent resulting from severe weather or other factors beyond our control. Please be cognizant of weather conditions during your event. If severe weather should develop please evacuate to a safe place! Designate someone with the authority to “make the call” if evacuation is necessary and have a plan in place.

### Special Notes on Audio Visual

#### Audio Visual

- **Allow Time!:** Please set up and familiarize yourself with our AV equipment before your event. If you are unsure how to use the equipment feel free to stop by one of our stores for a demonstration. We test the equipment before and after each rental.
- **Fragile:** Please take extra care when transporting audio visual equipment to avoid damage or failure.
- **Water and Electronics – Not Good!:** Do not expose AV equipment to extreme weather conditions or moisture. Charges may apply to equipment damaged by the elements.
- **Volume and Distortion:** A blown speaker is considered to be abuse and is not covered by the Damage Waiver.

## Have a Great Event!

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