

# event essentials

## Event Rental Policies

6485 Blanchar's Crossing | Windsor, WI 53598-9663

Phone: 608-846-5004 | [www.eventessentials.com](http://www.eventessentials.com)

### Reservations

- To make a reservation a non-refundable 25% Down Payment of the Total Charges is due.
- An additional non-refundable 25% is due 90 days prior to the Out Date.
- The remaining payment is due at least 2 weeks prior to the Out Date when quantities and items are finalized.
- Also, at two weeks prior to the Out Date a Deposit is due. The Deposit 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).
- If you add to the order additional Down Payment amounts may be needed.
- 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 2 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.

### 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 item counts need to be placed at least 14 days prior to the Out Date.
- One week prior to the Out Date orders are packed, staged and loaded and cannot be reduced.
- Equipment added to your order within one week of the Out Date may be subject to Last Minute Order or Delivery Fees.
- Once the order is assembled full charges apply.
- Reductions to orders may be subject to re-stocking fees.

### Cancellations (not including tents)

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

# event essentials

## Event Rental Policies

### **Tent Cancellations**

- Tent reservations cancelled 90 days or more prior to the Out Date will receive a full refund.
- Tent reservations cancelled less than 90 days prior to event will be charged half of the tent rental.
- Tent reservations cancelled 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 rented items (except 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!

### **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 require additional charges due to increased labor involvement. Delivery times and services outside of 8:00am-5:00pm and set up and take down service 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.

# event essentials

## Event Rental Policies

### 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, Sundays and holidays.