

## Eventful Rental Policies

### Payment

- At the time your reservation is made, a minimum of 50% deposit of the rental amount is required. All orders must be paid in full at least 10 days prior to pick-up or delivery unless, other arrangements have been made.
- We do not reserve items until payment has been received and we have a signed contract on file. Payment may be made via cash, check or credit card. We accept Visa, MasterCard, Discover, and American Express.
- All credit card orders/payment are final regardless of who signed the “sign off sheet” on site during a delivery or pickup.

### Terms

- At the time of reservation, we must have a signed contract and 50% deposit to hold your reservation. If either contract or deposit is not received, your order will remain a Quote, NOT a reservation.
- Whoever pick-up or signs for the contract must have a valid DL and a valid credit card to keep on file.

### Cancellation Policy

- Reservations require 50% deposit of the total amount.
- Cancellation fee of 25% of total will be withheld from your initial payment if reservation is cancelled 30 or more days prior to pick-up/deliver date. The entire deposit will be withheld if the cancellation is 29 days or less than the pick-up/delivery date.
- All changes to reservations less than 24 hours prior to the event are subject to a minimum \$50.00 change order fee.
- If you need to adjust a lower quantity on items, your ticket cannot go lower in price than your deposit amount.

### Reception>Returns-Final Inspection

- We reserve the right to modify charges for broken, missing, damaged or dirty items up to 48 hours after items have been received prior to going through FINAL inspection.
- If anything is not up to *your* standards upon receiving your rental order, client is responsible for contacting us within three hours of receiving rental for any refunds or replacements to be applied.
- Each case is different and will be assessed individually to correct any errors.

### Delivery and Set-Up

- If we are simply dropping items off and picking them up right at the door of the venue, we charge \$30 to deliver and \$30 to pick-up in within our 10-mile radius (general Springfield area).
- If our delivery staff will have to carry items any distance, or if order is extremely large, then the delivery prices will increase based on the specific circumstances. We will gladly supply a quote upon request.
- Set up and break-down service is available, prices will vary depending on your request. We will gladly supply a quote upon request.
- Delivery outside of Springfield is typically \$3/loaded mile. Again, this is for our driver to drop off at door of venue/pick-up at door of venue. If our delivery staff will have to carry items any distance, or if order is extremely large, then the delivery prices will increase based on the specific circumstances. We will gladly supply a quote upon request.
- Delivery items must be stacked/gathered together for easy pickup.
- All party rentals and party rental deliveries must come out of the South Campbell Store. Items can be transferred to another General Rental Center store to be picked up with a \$30 charge. Items must be brought back to South Campbell store or can be charged an additional \$30 for us to pick them up at one of the General Rental Center Stores.

### **Consultations**

Eventful Rental is more than happy to set up a private consultation for clients. We will conduct in-house, business hours consultations for free. After-hours or off-site consultations (within the Springfield area) will have a \$30 non-refundable fee which will be applied to your total expenditures at time of booking. Farther distances are subject to a higher fee.

### **Damage Waiver**

Eventful Rental and General Rental Center guarantee rental equipment is in top working condition, but we understand that accidents can happen during an event. The damage waiver is a one-time, non-refundable charge to cover the customer against any accidental damage and avoid extra charges. Vandalism, theft, mysterious disappearance and excessive damage are not covered under the damage waiver. Damage waiver does not cover shortage or loss of items, nor does it cover damage due to improper or abusive use of items.

### **Linens**

- Upon receiving the items, it is client's responsibility to inspect and count the linens. Client must notify us, prior to your event, of any miscounts or damages to your linens. Linens that are returned damaged are assumed to have been damage free unless otherwise noted.
- *Candle Wax* will damage most linens *permanently*. Handle with care items that could cause wax spills, *burns* or *stains* on linens. Renter hereby agrees to replace all linens that suffer wax-damage.

- Linens are to be free of any excess material such as *food, confetti, glitter*, etc. Failure to remove all loose debris will result in a fee of \$2.00 per linen. They should be placed in the designated return linen bags including all hangers. In case rules are not complied with, Customer/Renter will be charged.
- Special order linens are non-refundable. Customer/Renter is not allowed to cancel or reduce ordered quantity. Deposit and sales are final.
- **Please DO NOT wash our linens.**
- **Do NOT** place damp or wet linens in the bag provided. Please let linens air dry before you place them in the bag. This will avoid getting mildew on the linen and damaging it.
- Renter is responsible for the linens taken in possession. Renter must return the linens in the same condition that you received them, except for normal soiling. Normal soiling is food, beverage and other consumable stains. This does **NOT** include wax, ink, burns, holes or other damage.
- Replacement charges will apply if the linens are damaged due to failure to comply with these instructions.

### **Dishware**

- All of our plate ware must be returned free of food particles and/or sticky residue. A cleaning fee of \$25 per rack will be applied for plates returned with food particles and/or sticky residue. Plates must be placed in racks that are supplied by Eventful Rental/General Rental Center. There will be a replacement fee for lost or damaged plates. There will be a \$45.00 fee applied to replace missing or damaged racks
- All of our flatware must be returned free of food particles or sticky residue. If returned with food particles or sticky residue, there will be a \$.50 cleaning fee per knife. A replacement fee will be applied for missing or damaged flatware. Flatware must also be returned in the containers supplied by Eventful Rental/General Rental Center. There will be a \$15.00 fee applied to replace missing or damaged containers.
- All of our glassware must be returned free of food particles and/or sticky residue. A cleaning fee of \$25 per rack will be applied for glassware returned with food particles and/or sticky residue. Glasses must be placed in racks that are supplied by Eventful Rental/General Rental Center. There will be a replacement fee for lost or damaged plates. There will be a \$45.00 fee applied to replace missing or damaged racks.

### **Chivari & Cross Back Chairs**

- Each Chivari & Cross Back Chair must have a cover on and stacked when it is returned or when we are picking them up. We do this so our chairs remain in the best condition for every event.
- An additional charge will be added to the order if the chairs are not covered and stacked.

### **All Other Chairs**

- The aluminium and steel chairs will need to be stacked neatly, after you are done using them for pick-up.

- There will be an additional fee charged if the chairs are wet, really dirty or not stacked.

### **Battery Items**

- For our items that take batteries, we cannot guarantee that the batteries that come with it are in working condition or not, so it is best to provide your own batteries.

### **Tents**

- It is the client's responsibility to have the tent designated area cleared for installation and tear down.
- Client understands that tents are temporary structures and could possibly collapse during conditions of severe wind, rain or snow. Eventful Rental and General Rental Center cannot assume liability for harm to person or damages caused to any of the contents of a tent while it is in renter's possession. It is also understood that by the nature of tents there may be some leakage during rains.
- Should the person(s) renting the tent decide to unsecure the tent from poles or items secured to the person will be responsible for any and all damages done to the tent as well as the surroundings and items in surrounded area.
- **Do not** use any open flame type of heater under or around tents.
- **Do not** use in winds above 10-15 MPH
- Customer is required to obtain all necessary permits for where the tent is being set up and is also responsible for calling Missouri One-Call at 811 for underground wire location.

### **Dance Floor**

- Each section is 3x3 and is available for use indoors or outdoors. Outdoor use must be accompanied by the subfloor. There is no damage waiver available on this dance floor. If there is damage to the floor you are responsible for it.

**We hope you have a wonderful event and we appreciate your business!**