



## orcas events :: rentals :: **DELIVERY POLICIES**

To help avoid additional charges upon return of your order please review these policies:  
For rentals including paid delivery and pick up...

**LOAD/UNLOAD ZONE:** Please allocate a load and unload zone for delivery and pick up. Notify us of situations that can impact the timeliness and efficiency of your delivery by communicating to us of the distance from our delivery truck to delivery site, or if there are any large truck access issues related to your zone. These include, but are not limited to, limited turn-around areas, low branches, gates in need of access codes, and narrow or steep driveways.

Portage fees will apply for items that must be transported more than 50 feet from the confirmed delivery drop location or when equipment must be transported up or down stairs, steep slopes, or elevators.

**FOR PICK UP:** A window of time will be provided to you so we can meet at your site for pick up and transfer of possession (i.e. paperwork signatures). If you, or your pre-authorized representative, are not present during this time frame to sign off on the paperwork, any assessments made by Orcas Events regarding returned product counts, loss, neglect, or damage will be considered final.

**Please have all rentals ready and stacked neatly at the pick up zone, with chairs no more than 20 high. Additional rental charges and/or cleaning charges will apply if equipment is not ready and/or clean at the time of pickup. Any missing items including containers will be charged at replacement cost.**

Debris such as, but not limited to, food, gum, stickers, ribbons, fishing line, cords, straps, tape or any kind of glue found on or under any Orcas Event equipment, chairs, tent, tables or property must be removed in time for pick up.

**INSTALLATIONS:** For tent rentals we may provide a free visit to the site to help assure that it will fit. For tent installation, our crews must be made aware of the location of underground sprinkler and electrical lines where the tent is to be stacked. Staking to a depth of approximately 2.5' is required on most tent installations. Orcas Events assumes no responsibility for underground utilities such as power and water. Overhead electrical lines and tree branches may become an issue and must be considered as well.

**WEATHER:** Our larger tents have high wind ratings, but if there is extreme weather, installation may be cancelled, existing tenting may be disassembled, or the tent may be moved to a safer location at additional charge. Cancellation due to weather disruption is at the sole discretion of the Orcas Events crew for safety purposes. Refunds will not apply due to weather disruption.

**Please review the Handling & Cleaning Policies to help avoid additional charges upon return order.**

**If anything did not work well or meet your expectations, please communicate this information to our staff or Orcas Events Rental Driver.**

Thank you.