



orcas events :: rentals :: Handling & Cleaning Policies

To help avoid additional charges upon return of your order please review these policies:

LINEN:

- All linen must be returned DRIED, SHAKEN, AND FREE OF WASTE PARTICLES.
- All hangers, clips, bins and other non-linen materials must be returned.
- Place only DRY linen in the bag. If linen is damp, allow to air dry before placing in cotton laundry bag provided. Damp linens will mildew within 24 hours. This cannot be removed.
- Do not place soiled linens in the dryer or in plastic bags or bins (increasing the risk for mildew).
- Avoid typical damage including burns, tears or cuts, ink stains, mildew, and candle wax.
- Candle wax is very difficult to remove and will stain linens. Please place something under candles that drip to avoid damaging linens.
- Cleaning charges apply if stain removal techniques must be and/or are able to be used on linens, in lieu of full replacement.

TABLE WARE:

- **Plates** must be rinsed and placed in the THE LINED CRATES PROVIDED. Returning crates unlined are subject to damage charges.
- **Glassware** must be rinsed and placed upside down in the color coded crates provided, separated by glass type.
- **Silverware** must be rinsed and placed in the bin(s) provided.
- Place all products in the pre-designated pickup location.
- Be sure to return all racks, hangars, boxes, bags, and other packing materials.

EQUIPMENT GENERAL:

- When stacking chairs for pick up, please limit piles to 20 chairs high.
- 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 or property will result in additional cleaning charges at a rate of \$35 an hour.
- For rentals used in UNCOVERED areas (ex: open air ceremony chairs), items must be transported, by dusk the day of use, to protective shelter to avoid dirt, precipitation, weather and other damage. If you would like to avoid this step, we will make a special trip to pick up ceremony chairs during off-hours for an additional \$50 in addition to your existing delivery/pick up fee.

Additional rental charges and/or cleaning charges (\$35 hour) will apply if equipment is not ready and/or clean at the time of pickup. Review the Delivery Policies to help avoid additional charges upon return order. Any missing items including containers will be charged at replacement cost.

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

Thank you.