



orcas events :: rentals :: **RENTAL TERMS & CONDITIONS**

Please read these thoroughly and carefully

**DEPOSITS:** A 50% deposit is required to guarantee your rental reservation. We request payment in full at the time of reservation for orders under \$200. The deposit is refundable until 60 days prior to rental (excluding tenting and tent décor). A 100% cancellation charge will apply for all items if cancelled within two weeks of delivery. All deposits will be applied to your account and deducted from the final amount owed.

**CANCELLATION OF TENTS, TENT EQUIPMENT, AND TENT DECOR:** Deposits for these items are not refundable. A 75% cancellation charge will apply for all items if cancelled within 90 days of delivery. A 100% cancellation charge will apply for all items if cancelled within 60 days of delivery.

**FINAL ORDER:** The account balance is due 4 weeks prior to rental. Final rental quantities must be confirmed 4 weeks prior to delivery to guarantee availability. This count will constitute as your minimum final order. We will do our best to accommodate an increase in rental quantities. Credits will not be provided for quantity reductions placed after 4 weeks prior to delivery, unless otherwise agreed.

**POSSESSION:** Upon delivery or Will Call pick up, you assume possession of, and responsibility for all rental products ordered.

**SET UP:** Set-up by Orcas Events is required on all tents, tent equipment, and flooring for liability purposes. Orcas Events will stack tables, chairs, and other rental equipment at a mutually convenient location on delivery. For set up of these items to the specification of your layout needs, you may choose to purchase a Premium Set Up service. Please refer to SET UP OPTIONS AND POLICIES for additional information.

**LOSS & DAMAGE RESPONSIBILITY:** You are responsible for any and all missing, broken, or damaged items including containers and rolling carts. In such case that your order is returned incomplete, in need of repair, or otherwise damaged you will be billed accordingly at replacement cost or at repair cost. Orcas Events is not obligated to expend efforts to repair before replacing. Payment is due upon notification of said charges.

**DAMAGE WAIVER (OPTIONAL):** You may purchase a damage waiver to protect yourself against accidental breakage while items are in your possession, provided the broken pieces are returned with your order. Should you choose to purchase the damage waiver, it is non-refundable. Damage, due to carelessness, is not covered by the damage waiver. This would include, but is not limited to, linens torn or cut due to use of staples or pins, damage to items caused by sparklers, candles, cigarettes, chairs poked by shoes, large quantities (anything above 5% of the rental quantity) of missing flatware, silverware and glassware etc.

**INSPECTION RESPONSIBILITIES:** It is your responsibility to receive, inspect and count every product delivered to you and/or transferred to your possession upon delivery or Will Call. You are also responsible for reviewing and understanding operating instructions included with some rental items. You will be asked to sign the transfer of possession paperwork to confirm that all of the items on the rental order have been delivered and are in working order. In the case that you have any malfunctions with your rented items must be reported immediately.

**TROUBLESHOOTING:** In the case that you experience a malfunction of rented items it must be reported immediately and we will use our best efforts to address it as quickly and efficiently as possible.

Troubleshooting of confirmed malfunctions will be at no cost to you. Troubleshooting service of equipment that is not found to be malfunctioning is billable at \$30 hour plus transportation cost. After the event, if anything did not work well or meet your expectations, please communicate this information to our staff or you Orcas Events Rental Driver.

**POLICIES: Avoid additional charges upon rental return.** Please review and sign the following attached addendums. We suggest sharing the attached addendums with your coordinator and/or other pertinent parties assisting you. We reserve the right to make changes to our policies and procedures without notice.

- **HANDLING & CLEANING POLICIES / DELIVERY POLICIES / WILL CALL POLICIES**