



Rental Policy & Procedures

RENTAL CONTRACT

Name: (please print) _____

Order Number: _____

Date of Event: _____

- 1. RESERVATIONS:** Reservations for rental items can be placed in person at our rental showroom, by email or telephone. Quotes do not guarantee availability of rental equipment. A reservation should be made well in advance of event or party to ensure availability of rental items or special order requests. When making a reservation, a non-refundable deposit is due. Your deposit and balance may be paid with a major credit card, check or cash or as a combination. Final payment is due one week prior to delivery or pickup of rental items. A driver license and a major credit card, (American Express, Visa, Master Card or Discover) will be necessary to act as security on the Credit Card Authorization Form. This form is placed on file with receipt of the initial deposit to cover all incidentals and rentals added to the order after the reservation and until the event's completion. Payment toward any damages not covered under the DAMAGE WAIVER may also be charged to credit card on file. A Rental Contract must be read and signed. This contract outlines the liability and responsibility of Inspired By Annette Event Planning & Rentals and the client.
- 2. CLIENTS RESPONSIBILITY OF RENTALS:** Responsibility for the rented items remains with the customer from the time of possession to the time of return or pickup. Client assumes responsibility for proper care of all rental items and agrees to pay for damages or loss of the goods, regardless of the cause, except reasonable wear and tear. Additional fees will be charged to the confirmed credit card on file with Inspired By Annette Event Planning & Rentals for damages and loss not covered by the Damage Waiver and any late rental fees.
- 3. HOLD HARMLESS AGREEMENT: ACCIDENTS, REPORTING, AND IDENTIFICATION.** IN THE EVENT OF ANY ACCIDENT RESULTING IN PROPERTY DAMAGE OR BODILY INJURY ARISING FROM USE OF THE EQUIPMENT WHILE IN RENTERS POSSESSION, RENTER HEREBY EXPRESSLY AGREES TO ASSUME RESPONSIBILITY FOR HIMSELF HIS OWN EMPLOYEES, AGENTS AND ASSIGNED NEGLIGENCE AND AGREE TO INDEMNIFY, DEFEND AND HOLD INSPIRED BY ANNETTE EVENT PLANNING & RENTALS, LLC HARMLESS FROM ANY CLAIM OR ACTION ARISING THERE FROM, INCLUDING ANY COSTS AND ATTORNEY FEES INCURRED AND CONNECTIONS THEREWITH.

RENTERS AGREE TO NOTIFY INSPIRED BY ANNETTE EVENT PLANNING & RENTALS, LLC IMMEDIATELY IN CASE OF ANY ACCIDENT AND TO OBTAIN THE NAMES, ADDRESS, PHONE NUMBERS, AND OTHER PERTINENT INFORMATION FROM ALL PARTIES INVOLVED AND EYE WITNESSES.

4. **LINEN RETURN BY CUSTOMER:** Return all linens dry, free of waste and in mesh bag provided upon delivery or pickup of your linens. Do not roll up or place wet linens in any plastic bag. Please keep linens dry. Damage such as mildew, burns, melted candle wax or tears will be billed to the client on the credit card on file for the cost of the linen. The Damage Waiver does not cover damages or loss to Linen rentals.
5. **DELIVERY, PICKUP, INSTALLATION AND BREAKDOWN SERVICES:** Delivery and Pickup Service is available 24 hours a day, 7 days a week, on most orders and at an additional fee. (We do offer FREE set-up + take down with rental of our chiavari chairs. Rental rates do not include Setup and Breakdown labor charges. All fees are based on tailgate delivery per truck and charged by geographic location. Additional delivery charges may occur with rental orders requiring more than one delivery and/ or truck. Delivery and pick-up times and dates can be subject to change without notice and are not guaranteed. Responsibility for equipment remains with the client from the time of delivery to the time of pick up. If client is not available upon delivery, it is assumed that the items were delivered correctly and therefore client is accepting full responsibility for all rental items. Our delivery crews are instructed to neatly stack all items in a mutually convenient place on delivery. Tables and chairs should be broken down, stacked and ready for pickup. All items to be assembled in a single location where originally delivered. Items not meeting these conditions are subject to additional fees. Setup and breakdown by the Inspired By Annette Event Planning & Rentals is available at an additional fee and should be arranged in advance. Please contact Inspired By Annette Event Planning & Rentals for information on this service. Arrangements need to be scheduled and applied to your rental bill prior to Delivery and Pickup.
6. **CANCELLATION:** Your satisfaction is of the utmost importance to us. The day you book your order the items are removed out of our inventory for your date and thus made unavailable to other potential customers. No Refunds will be issued after reservations have been made. For your continued business, we will honor a store credit that expires after 1 year. Restocking fees on items cancelled within 24 hours of delivery may apply.
7. **DAMAGE WAIVER**

You (the customer) are responsible for returning rental items in the same condition in which they were received, except for ordinary wear and tear. You are liable for the replacement cost of damaged or lost items. A Damage Waiver is available to protect you from damage due to accidental breakage. Damage waiver does not cover loss or negligence.

What the damage waiver IS:

- Waives you of liability for rented items that are returned damaged due to an accident. You must return all broken or damaged items and other such evidence that we may reasonably require.
- Must be accepted prior to your taking possession of the rented items.

What the damage waiver is NOT:

- Coverage for damage due to neglect, abuse or misuse. If deemed necessary by the rental company, you agree to furnish a police report upon their request.
- Coverage for loss.

Specific circumstances NOT covered by the damage waiver:

- Any type of loss of rented items or accessory equipment.
- Overloading or exceeding the rated capacity of equipment.
- Operation/use of equipment in a manner different from its intended purpose, or damage resulting from neglect and/or abuse.

8. **CLEANING AND RETURN OF CHINA, GLASSWARE AND FLATWARE BY CUSTOMER:** Your Rental items such as china, glassware, and flatware are packed in particular containers and covered with plastic to insure that you receive your items sanitized and table-ready. All Rentals items; china, glassware and flatware, and other food service items, must be rinsed or scraped free of debris and re-packed in their original containers prior to pick up or return. Additional fees may be incurred for cleaning of debris or re-packing containers and crates upon pickup.
9. **UNUSED EQUIPMENT:** Rental items are charged for time out, not for use. Every item that leaves our building is treated the same way upon return, used or not. This ensures that every item you receive is clean, sanitized, and food safe. No refunds are given for items that were not used during your event.
10. **Tent Rental:**
 - a. Client agrees to release IBA of liability caused by damage to any property during tent installation and / strike of tent installation.
 - b. Asphalt installation is a routine operation requiring that we drive iron stakes approximately 3 feet through the surface.
 - c. Client assumes all weather related risk involved in holding an outdoor tented event. IBA will try to minimize risk, however should tenting become unstable due to snow, wind, flooding, rain, cold or heat, or any other factor beyond IBA's control, Client still will be liable for payment in full.

- d. Client agrees that in the event of a predicted or actual storm or excessive winds, IBA may dismantle any equipment that has been previously installed to ensure safety of all involved.

11. **BALANCE:** Rental Balances must be paid in full 10 days prior to event.

I have read and understand the terms and conditions of this agreement:

Client Signature _____ Date _____

Client Printed Name _____