

# Creativation Events/Rentals Policy Sheet

## BOOKING

- All rentals are on a first-come, first serve basis
- To book, pay for items in advance.
- \$50.00 minimum security deposit is required. 50% deposit of total rental is required on all tent rentals or any rental over \$500.00 at the time of reservation.
- No cancellations, refunds, or rescheduling.
- Rates quoted per day whether used or not.
- Renter responsible for items until returned.

## TIME

All equipment rental charges are for TIME OUT, NOT TIME USED. Most prices quoted are for a one day (24 hours) charge. If equipment is needed for a longer period of time, we also have weekly rates (7 days) and monthly (28 days) rates. The weekly rent is four times the daily rate, and the monthly rate is three times the weekly rate.

## LIABILITY/RELEASE

All equipment is for rental purposes only, and it is understood that Creativation Events/Rentals shall not be held responsible for any accident(s) or damage(s) resulting directly or indirectly from the use of the leased equipment. Creativation Events/Rentals EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and neither assumes nor authorizes any other person to assume for it any liability in connection with the use of this equipment. The renter agrees to indemnify Creativation Events/Rentals from any claim, loss, damages to property, consequential damages, loss of income or any other incidental damages, even those damages caused by the negligence of lessee, together with attorney fees for defending any action brought as a result of the lease of this equipment. This also serves as a release waiver, releasing Creativation Events/Rentals from liability on any and all equipment that could cause injury. Clients should check with their own insurance companies for special event insurance.

## DAMAGE WAIVER

Creativation Events/Rentals applies a 5% nonrefundable damage waiver to the cost of all rental equipment. This cost covers reasonable wear-and-tear on the equipment and is NOT insurance. The renter is not covered for damage, theft, vandalism, misuse, abuse or missing equipment. Creativation Events/Rentals does charge a replacement cost for missing and/or broken equipment.

## CUSTOMER RESPONSIBILITY

Clients are responsible for weather damage, theft, vandalism, abuse, and misuse of rented equipment. These instances are NOT covered by the damage waiver.

## PAYMENT TERMS

Payment is due before rental is released. If the customer does not have a prearranged account with us, we require a Visa or MasterCard to make a reservation. If the customer does not have or does not want to give a credit card number, we ask that the order be placed in person with a deposit paid that will cover the replacement of the equipment. The card number or the down

payment will secure the reservation until the date of the event. However, if the equipment being reserved has a replacement value of \$500.00 or more a credit card number MUST be given. Upon pickup and/or delivery, you may choose to pay by check, cash, or your credit card.

## CANCELLATION

After making a reservation, the customer will be subject to a 50% cancellation fee if the entire reservation is canceled within 30 days of the event. This policy applies to individuals as well as prearranged accounts. In addition, a 100% cancellation fee will be applied to all "hot"/in-season equipment.

## TENT POLICIES

If you cancel your tent reservation within 60 days of the event, you will forfeit 50% of your fee. After this time there is a mandatory cancellation fee of 100%.

## CHINA

If you are using our china, they have a silver-plate rim on them and must not EVER be put in the dishwasher. They must also not be returned wet. Water is extremely damaging to silver plated products. Please help to keep our equipment looking good and make sure ALL excess water is removed prior to repackaging.

## LINENS

We provide you a bag to package your soiled linen. Please take care to remove excess food and debris from the cloths and napkins prior to bagging and resending. Linen should also be completely dried and free of moisture. Mildewed linens returned will be billed to the client.

## WEATHER

Once equipment has been accepted, Creativation Events/Rentals is NOT responsible for inclement weather causing the delay or cancellation of an event. NO EQUIPMENT should be left out in the rain.

## CHANGING FEE

There will be a \$25.00 changing fee assessed to all orders making changes within 3 days of an event. This policy applies to individuals as well as prearranged accounts. In some cases, changes may not be able to take place. Please finalize your order prior to the three day period.

## COUPONS, DISCOUNT CERTIFICATES, GIFT CERTIFICATES

When using a coupon, discount certificate, or gift certificate for Creativation Events/Rentals, please present it to us when placing your order in person or tell us about it on phone in orders. Customers may use only one coupon per order, per visit, per event.

## DELIVERY & PICKUP

Delivery and pick-up are available on any order big or small that meets our minimum. Service may be available in the Juneau Downtown and Valley areas for a \$60.00 charge and is determined by distance to the site & total rentals. Delivery is to the location & does not include SET UP or TAKE DOWN. Delivery & pickup scheduling will be determined by us & our work load. However, we will do our very best to get to your site as close to the time you desire as possible.

If you plan to pick up your items at the warehouse, you are required to pick-up and return in an adequate sized vehicle. Customer must provide ropes, blankets or tie-downs when applicable.

Return all items in the same condition that they were rented – clean and free of food debris. If items are not returned in a clean condition, there will be additional cleaning charges added to bill.

Delivery is a tailgate service only. If equipment needs to be delivered to unusual locations, there will be additional labor charge. If you need setup and/or tear down please ask for a quote. If an order has multiple tow-able items, a delivery fee will be charged for each item. Clients must be present upon delivery in order to sign all necessary paperwork. If you cannot be present, the paperwork can be signed for in advance either at Creativation Events/Rentals or by fax. This is mandatory for delivery to public places (i.e. parks). Additional charges will incur if all rentals are not left for pick-up in a neat stack and the tables/chairs or other items are not disassembled. Delivery during certain time periods may be subject to overtime charges, please ask for a quote.

#### SETUP & TEAR DOWN

Set up and/or tear down is available for most items and require additional charges. Creativation Events/Rentals will be happy to quote a charge based on the equipment needed. Clients must be present at the time of delivery for set up instructions. Delivery during certain time periods may be subject to overtime charges, please ask for a quote.

#### EQUIPMENT USE

When picking up or accepting delivery of equipment, please learn to use the item(s) rented. We do our best to instruct each customer on how to safely use our equipment. (Instructions are sent with most items on how to use them properly.) Should an item not work properly, please contact us immediately. Creativation Events/Rentals will either provide further instruction, repair, or we will replace the item with the same or like item. Also when picking up or accepting delivery of equipment, be sure that you have received all of the items on your reservation. Provided the items are not correct or acceptable, we want to know about it immediately in order to remedy the situation. Any and all electrical equipment rented Creativation Events/Rentals does NOT come with extension cords. However, extension cords are available for rent.

#### DEPOSIT

Equipment needs to be reserved with a major credit card. Prior to your event you may pay your balance with a check or cash. However, the credit card number will stay on file for security. For your convenience we accept Visa or Master Card.

#### CHANGES

Major changes in reserved rentals just prior to your event is a hardship for everyone. Please make changes early enough to allow others a chance to rent these items. Cancellation of contract within 30 days of event will result in a booking fee.

#### THANK YOU

Creativation Events/Rentals wishes to thank those of you who do business with us. It is our hope that your event(s) are as much fun as they are for us to help you plan. If at any time you have questions or concerns please give us a call, we are here to help you. Let's Party! (Safely of course!)

X \_\_\_\_\_

Event Representative

*\*Prices Subject to Change Without Notice*