



## **Celebrate Rental Expectations & Guidelines**

### **Reservations**

1. A 25% non-refundable deposit is required for all reservations.
2. Quoted delivery prices may be adjusted based on current fuel / labor prices.
3. No refund will be provided for reservations cancelled within one week of the scheduled event.
4. Linen orders must be finalized a minimum of two weeks prior to the scheduled event. Ability to fulfill walk-in orders will be based on current item availability.
5. Site visits and walk throughs will be performed as possible to review:
  - i. Drop off location
  - ii. walking distances
  - iii. potential obstacles
  - iv. gates
  - v. general site readiness
6. All delivery orders shall be finalized two weeks prior to scheduled event, with no changes to occur within one week of delivery.

### **Delivery / Setup**

1. All tent and equipment deliveries shall have a 48-hour "window" prior to and following the actual scheduled event date for delivery and pickup (excludes Sundays, company holidays, and pickup delays due to weather).
2. Delivery times shall be between 9AM - 5PM, Monday – Friday; 9AM – 1PM Saturday. Exceptions to delivery dates / times will be mutually agreed upon. No guarantee on specific times or time of day is provided for delivery. All efforts will be utilized to accommodate customers' schedules. After hours services require an additional fee that will be quoted and provided per management discretion.
3. Delivery costs are based on truck type required for specific event location, travel distance, volume of items, and labor requirements. Delivery costs are subject to change if Reservation Line 5 has any changes upon arrival.

4. All deliveries require that someone over the age of 18 be present at time of delivery to sign / accept items on the contract. This contact must also be able to guide the delivery team on where delivery truck is permitted at site, as well as the specific location for tent set up. If no one is able to sign contract as required, the delivery team will not be able to leave items at site. Contracts are also able to be signed electronically if requested by customer.
5. Following receipt of permission to drive on grass or any part of the lawn, we are not responsible for cosmetic damages to property.

#### **Returns**

1. Items ready for return, shall be placed at the specific site location used for drop-off. Items are to be stacked, bagged, and crated as they were provided upon delivery. Tents will be disassembled by Celebrate resources.
2. Dishes, glassware, and flatware shall be free of food prior to return or readying for pick-up. Plates and glassware shall be placed in crates; flatware in tubs that were provided.

#### **General FAQ's**

1. Linens that are damaged with burns, candle wax, adhesives, markers and/or pen marks will be subject to a replacement fee.
2. All weather sensitive items provided by Celebrate are the sole responsibility of the customer to keep out of inclement weather.
3. We do not offer event set up of tables or chairs.
4. Relocation of a tent once configured in place shall require an additional set up fee.
5. It is recommended that customers call 811 (call before you dig), to locate lines prior to delivery. Celebrate does not assume responsibility for any damage to underground water, gas or electrical lines while staking tents / other items, or driving a vehicle across property. If unknown lines are suspected at a site, we reserve the right to refuse equipment setup and/or delivery.
6. Lawn care shall not be performed after the setup of tents and other at-risk items. Additional charges shall apply for cleaning, repairing, or replacing of items due to damage caused by lawn care.
7. Customers are not to move any tent, blocks, straps or stakes. Our insurance coverage does not apply to anyone other than trained Celebrate employees.
8. Additional fees shall apply for damage to tents, china, linens, and all other items.
9. No running vehicles, fires, grills or smokers are permitted under tents. A cleaning and / or replacement fee will apply to tent damage (commonly vinyl stains) caused by this action.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_