

Premier Party Rentals

Rental Contract and Policies

GENERAL POLICIES

- ❖ Quotes and proposals do not guarantee availability of rental items.
- ❖ All charges are for time out, whether used or not.
- ❖ Equipment will be inspected upon return. Customers will be charged for any damages to equipment that cannot be attributed to normal wear and tear. We reserve the right to modify charges for broken, missing, damaged, dirty items up to 48 hours after items have been received prior to going through FINAL inspection.
- ❖ Rentals returned dirty beyond normal wear will be assessed a cleaning fee.
- ❖ Rentals returned with staples or tape will be charged additional fees.
- ❖ Tents: No open fires near tents!! Cleaning fees will be charged for cleaning of tents that have been exposed to being near a fire. Decorations that cause damage or are left hanging in tents will be assessed cleaning/removal or damage charges.

RESERVATIONS/PAYMENT TERMS/ CANCELLATION POLICIES

- ❖ At the time of reservation, we must have 25% payment. (If not received, your order will remain a quote, not a reservation)
- ❖ By paying deposit, you agree to all terms and conditions of our rental contract. This contract is posted in store and online at www.premierpartyonline.com.
- ❖ All orders must be paid two weeks prior to your event by credit card or cash. Check payments must be received at least three weeks prior to event date. A copy of valid I.D and credit card must be on file PRIOR to delivery.
- ❖ Tents and Dance Floors: Tents/Dance Floors require 25% to be paid as deposit at the time of reservation. Tent and dance floor reservations **cannot be cancelled**. In the event, that you do want to cancel your tent/dance floor, you will still be responsible for **full payment**.
- ❖ All other rentals: Rentals require 25% to be paid as deposit at the time of reservation. This deposit is refundable (except for the portion paid towards tent and/or dance floor plus any money due towards tent and/or dance floor—if applicable) if event is cancelled 31 days or more of event date. Cancellations made 30 days or less of event date will be NON-REFUNDABLE.

CUSTOMER PICKUPS

- ❖ Customer is responsible for the loading and unloading of all rental items. If we are able, we will assist you. However, we are not responsible for any damage or injury to you or your vehicle.
- ❖ Customer must also arrive in adequate transportation depending on items rented. If you are unsure, please ask. Some items are not allowed to be transported unless an enclosed trailer is used. Damage can also be caused from inadequate room in vehicle. Any damage sustained from improper storage or travel is customer's responsibility.

DELIVERY/SET-UP/TAKEDOWNS

- ❖ Customer Satisfaction is our number one priority and customer flexibility is appreciated.
- ❖ Typical delivery/pickup hours are Monday through Friday 8:00am - 5:00pm and Saturday 8:00am - 1pm. Additional charges will apply for orders requiring delivery/pickup before or after our typical hours of operation as noted above.
- ❖ We cannot guarantee a specific delivery/pickup time. To find out when your order is scheduled for delivery/pick-up, please call the day before the delivery date indicated on your contract. Deliveries are given a 2-4 hour time frame. Courtesy call aheads are available if needed. If you do require a set delivery/pick up time, additional charges may result. Delivery preference is on a first come, first served basis.
For a weekend event, we may deliver as early as Wednesday. If you are scheduled for a Friday delivery, we may call you at the beginning of the week and move the delivery day up a day or two according to our workload and weather conditions.
- ❖ Pickups that are scheduled for Monday may be pushed back to a later day due to inclement weather or other scheduling issues. Your flexibility is greatly appreciated by our staff. Keep in mind that the safety of all equipment is the customer's responsibility from the time of delivery to the time of pickup.
- ❖ All delivered equipment is dropped off in stacks within 50ft from the closest point the delivery vehicle can park.
- ❖ If items must be transported to specific area, i.e. (upstairs, elevators, or any point where extra time is involved etc.), customer will be responsible for additional charges.
- ❖ Set up and break down service is available for an additional fee. Tents and Dance Floors do not require an additional set up fee.
- ❖ If you set up the equipment, it is also your responsibility to break it down into stacks and return it to the place where it was delivered.
- ❖ We will not set-up any items, unless we have received a diagram of requested placement prior to delivery.

TENT PREPARATION/INSTALLATION/TAKEDOWN

- ❖ It is the customer's responsibility to have the area completely clear of all obstructions BEFORE Premier Party arrives at event location for tent installation or takedown. Rental items from Premier Party are permitted to be left stacked under tent for pick up in secure locations.
- ❖ Contact person needs to be on location and tent placement is to be decided before Premier Party arrives for tent installation. Additional fees may apply if tent installation is delayed because either requirement was not met. Tents will not be moved once erected.

All tents we install will be staked into the ground. Additional fees will apply if water barrels are needed or if we are staking into asphalt.

- ❖ Know what is underground before we arrive. We are not responsible for any underground utilities, sprinkler systems, pipes, septic systems, electrical, rocks, etc.
- ❖ Keep in mind that overhead clearance (i.e. electrical wires, tree branches, etc.) is also necessary.
- ❖ It is the customer's responsibility to know the permit restrictions/codes for the location of your event. Premier Party Rentals will apply for the permit if requested to do so however, customer is responsible for all permitting fees. Premier Party Rentals is not responsible for reimbursement of tent rentals for customers who did not check permit policies/codes enforced by local or state agencies.

CLEANING POLICIES

- ❖ Chocolate/Champagne fountains must be cleaned and returned the same way you picked it up. If not, you will be charged a cleaning fee. Instructions are supplied with this item.
- ❖ All food service items (all dishware, flatware, buffet ware, glassware, concession machines, serving pieces, trays, chafers, etc.) are to be returned washed. You are responsible for any missing or damaged food service items. Failure to wash all food service items will result in additional fee.
- ❖ Glass Vases, Globes, Votives are to be returned free of wax. If not, there will be a charge of 5.00 per item for removal process.

LINENS

- ❖ As a service to our customers, we offer the rental of linens and napkins in a variety of colors and sizes. Once linens are reserved, cancellation may result in a restocking fee if order has already been placed or received. Last minute additions to linen orders may be possible but they are costly and cannot be guaranteed.
- ❖ When picking-up linens, you are responsible for verifying that you are receiving the appropriate number. All linens must be returned free from any burns, wax, tears, pins, tacks, abrasions, etc. Linens should also be shaken out to remove all loose debris (food, confetti, decorations, paper napkins, etc.) and be placed in plastic bags when dry. Wet linens produce mold and will result in replacement charges. Failure to do so will result in additional charges.
- ❖ The customer is responsible for the replacement cost of any missing or damaged items including clips for skirting.
- ❖ We reserve the right to make final inspection of linens when we perform our cleaning/pressing procedure. Typically, this process will be done within 72 hours; after which you will be notified of missing or damaged items.

LOSS OR DAMAGE OF RENTAL ITEMS

- ❖ Damage waiver is not insurance. Customer is responsible for any damage to or loss of equipment, regardless of cause except reasonable wear and tear while in customer's possession. Accrued rental charges may not be applied against purchase charges or repair charges to lost or damaged equipment. Equipment damaged beyond repair will be paid for at its replacement cost when rented. By accepting damage waiver, Premier Party Rentals will assume some risk of damage to equipment EXCEPT for the following in which customer assumes all risk:
 - Loss by damage, vandalism, mischief or theft.
 - Loss of any accessory items such as extension cords, charging cords, hdmi cords, hardware, etc.
 - Loss or damage from overloading, misuse, abuse or improper use of rental equipment.
 - Loss due to disappearance or wrongful conversion by a person entrusted with the equipment.
- ❖ Customer agrees and understands that the Damage waiver IS NOT INSURANCE. Customer is required to submit police reports to Premier Party for theft, vandalism or damaged cause due to equipment arising from illegal incidents.
- ❖ Damage waiver can be declined with proof of insurance.
- ❖ Responsibility for equipment remains with the customer from time of customer pick up or delivery till time of pick up or return. Please be sure equipment is in secure location when not in use and protected from the elements. Rentals left in the rain will sustain damage.

AGREEMENTS

- ❖ Customer agrees to and shall indemnify and hold Premier Party Rentals harmless from all claims, losses, damages, causes of actions, suits and liability of any kind, including all expenses of court costs, litigation fees, attorney's fees, for injury to or death of any person, or damage to any kind of property, or for any breach of contract, arising out of or in connection with this rental agreement and purposes for which this rental agreement was entered into, including but not limited to property damage, injuries and death due to the act, omission, mistake, fault, default or negligence of the customer, its agents and employees, any invitees, licensees, guests by invitees of the customer.
- ❖ Any customer who enters into a contract with Premier Party Rentals agrees to have a confirmed and valid credit card on record with us at all times during the rental agreement period. You hereby authorize Premier Party Rentals to store your credit card information and to charge all sums due to us at any time during the term of this agreement, including damages, unreturned items and extra rental fees for items not returned by the due date. Customer also agrees that if these fees are assessed and customer disputes these charges and it results in a chargeback. Customer will be charged an administrative fee of 35.00 for the cost of supplying the necessary documentation to the credit card company in order to dispute claim.