



We sincerely appreciate your business and pledge to do everything possible to make your rental experience a good one. Please take a moment to review the points below to help facilitate a smooth and efficient event rental.

1. BEFORE DELIVERY

- BE SURE TO READ THE RENTAL CONTRACT AS WELL AS THE ATTACHED TERMS AND CONDITIONS. The rental contract details the items and services we will provide. If the contract is not to your understanding, call us as soon as possible.
- DELIVERY/PICK UP CHARGES QUOTED ARE FOR STANDARD DELIVERY LOCATIONS (EASY TRUCK ACCESS, GROUND FLOOR DELIVERIES, ETC...). Additional charges may apply for deliveries that do not meet those criteria.

2. SITE PREPARATION

- PLEASE CALL 811 TO HAVE YOUR UNDERGROUND UTILITIES MARKED BEFORE YOUR TENT IS INSTALLED. A quick call can save you additional charges and delay in your installation.
- PLEASE DO NOT MOW YOUR GRASS BEFORE THE TENT IS INSTALLED. Please wait until after the install to avoid grass clippings from attaching to tent top.
- PLEASE BE ONSITE TO POINT OUT THE LOCATION OF THE TENT. If you cannot be there, let us know in advance and mark the site.

3. DELIVERY & USE OF RENTAL ITEMS

- Deliveries are usually made between 8 am and 5 pm. During the busy season, deliveries may run later than 5 pm. Our installation crew will call you a half an hour before they arrive.
- PLEASE COUNT YOUR RENTAL ITEMS TO CONFIRM THE QUANTITY DELIVERED.
- LINENS REQUIRE GREAT CARE. Normal soiling of linens happens. However, bagging damp linens can ruin them. Candle wax on linen will also ruin them. Please be sure to hang the linens to dry before pick up if they are wet.
- IT IS NORMAL FOR CONDENSATION TO DEVELOP ON THE BOTTOM SIDE OF A TENT. When temperature of the tent material is cooler than the air around it, moisture will condense on the tent. Do not be alarmed when the water starts running off.
- If there are any problems with count or quality of your rental items, please call us immediately. We cannot fix a problem we are unaware of.
- YOU ARE RESPONSIBLE FOR ALL RENTAL ITEMS FROM THE TIME THAT THEY ARE DELIVERED TO THE TIME THAT THEY ARE PICKED UP. Please provide security from the elements as well as from loss of the items until our crew accounts for all items on pick up.

4. PICK UP

- If you are not ready for pick up on your scheduled day, please call our office by noon the day prior to make other arrangements.
- PLEASE NEATLY STACK YOUR TABLES AND CHAIRS IN THE MANNER IN WHICH THEY WERE DELIVERED. That means all tables should be folded and all chairs returned to their bags if they were delivered that way. We offer set up and take down of tables and chairs for an additional fee, you may be charged this fee if tables and chairs are not ready for pick up.
- It is preferred that you are onsite for pick up to confirm any damages or shortages with our crew.

5. CUSTOMER PICK UP & RETURN

- Customer Pick Up & Return hours are from 9am to 4pm Monday through Friday.
- For pick up, we recommend you use a truck or van. If we have concerns about the safety of our equipment in your possession, we reserve the right to refuse your rental.

**If you have a problem with your rental, please call our office at 614-837-6352 before your event to make us aware of the situation. If you call after 4:30 pm, dial extension 611 to leave a message for our on call staff. They will follow up with you as soon as possible to resolve the problem.**