

RENTAL TERMS & CONDITIONS

- ❖ All rentals are on a first come first serve basis.
- ❖ All rentals must be transported in enclosed vehicles or trailers (there are NO exceptions).
- ❖ Rentals are only reserved when a rental worksheet has been completed and when a deposit is given to secure items. **A 30% non-refundable deposit is required at time of booking.**
- ❖ Cash or Cheque and e-transfers are the only methods of payment.
- ❖ Remainder of payment for rentals is at the time of pick up. Payments can be made in advance if the customer wishes.
- ❖ Our standard rental period is one day. Weekend rentals can be picked up the Thursday before the event and returned Monday after the event, with the exception of long weekends, they will be returned on Tuesday.
- ❖ All wineglasses must be rinsed free of liquid and put into original packaging. All other glassware must be free of any residue, wax, etc. and packaged back into original packaging. Additional costs will apply for cleaning. Breakage (including chips, cracks or shortages) and damage to any props or linen will be charged to the customer at replacement cost. A charge will be made for items not returned. Our count of these items must be accepted as final count.
- ❖ Responsibility for equipment remains with the customer from time of pick up to time of return. Please make sure equipment is secure when not in use and protected from the weather. There will be additional charges for weather damaged items.

LINENS

- ❖ All soiled linen is to be returned in the soiled blue bags provided (along with all plastic containers provided).
- ❖ All chair sashes must be returned untied.
- ❖ You will be held responsible for linens returned with excessive amounts of food attached to them, candle wax, handwriting from ink pens, markers or

crayon, burns, mildew, and excessive “ground in” dirt. (Usually a result of using a table linen as a mop after the party.) Please ensure ALL food is removed from the linens when they are gathered up, including paper napkins, plastic utensils, etc.

- ❖ Linen, napkins, and runners must be separated and put into separate bags or additional cost will apply.
- ❖ We wish all our rentals are returned with no damages, and the majority usually do. However, if an item is returned with damage and is not reusable, it will be charged at replacement cost, plus a 15% replacement fee.

FAQ's Linen

Do I have to wash the table clothes after we use them?

- **Of course not! The rental price includes laundering and pressing. Just shake them out and put them in the laundry bags provided.**

How will they be packaged when I receive them?

- **All linen will be pressed, folded and placed in protective plastic containers or plastic wrap. The skirting will arrive in protective garment bags (which you will fold them and replace on hangers in the garment bag after use.)**

Am I responsible for food stains?

- **Generally, no. Nearly all common food stains (coffee, wine, punch, gravy, alcohol, etc.) can be removed during the linen process.**

What am I responsible for?

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All items are subject to availability. Prices and items are subject to change without notice.