

## *Special Event Solutions*

### RENTAL TERMS & CONDITIONS

**MISSING OR DAMAGED ITEMS** Customers are responsible for all equipment from the time of delivery or in house pickup to the time of return. Containers provided for rental items must be returned with the rental equipment. The replacement cost will be taken out of the security deposit for any missing or damaged item(s) and/or missing and damaged containers. In the event that a credit or debit card is left on file in lieu of a deposit, the card will be charged for any missing or damaged items. In the event that the missing and/or damaged items exceed the deposit amount the debit/credit card on file will be charged.

Two courtesy phone calls will be made to the customer when excessive amounts of missing or damaged item(s) have occurred. Any deposit disputes must be directed to the customer service department within 30 days of the deposit refund for consideration.

**DELIVERY/PICKUP POLICY** Reservations will be delivered to ground level only. Labor charges will apply to reservations delivered to other levels or great distances from the dock. It is the responsibility of the renter and/or property owner to notify Marianne's Rentals when the delivery trucks are not permitted to drive on the property. For instances when the delivery truck must park and unload from the street, additional labor will apply. Priority and after hours delivery and pickup charges may apply. Labor, priority, after hours, set up, and take down charges will be notated on your reservation.

Any additions made within 48 hours of the date of the reservation may not be available to be delivered with the original reservation. Delivery charges will apply for additional trips made. Based on delivery availability additions may need to be picked up in house.

Many items come in transport containers with packaging for protection. These items must be returned or replacement costs will be charged. Upon pickup all tabletop items must be rinsed and food free. A \$0.20 per piece cleaning fee will apply to all items not returned food free. This fee will be taken out of the security deposit. Linen must be air dried. Tables and chairs must be folded and stacked as they were left. Wooden chairs must be placed back into the vinyl bags. Chiavari cushions must be placed in the tub they were delivered in. Chiavari chairs must be bagged and in stacks of seven. Rental items must be placed in the same location they were delivered to. Labor charges may apply to reservations picked up from a different location than they were delivered. All rental items must be all together at the time of pick up. Any items not picked up must be returned by the renter or authorized for a pick up charge to collect the items.

All orders not returned on the due date listed on the invoice will be charged a flat-rate late fee of \$25.00 per day. Any orders that are returned after the due date listed on the invoice are subject to additional day(s) of rental charges. Late returns may impact other rental orders.

Many items require special care. Prior to cleaning any items please check with Marianne's Rentals to ensure that damage will not incur. Any items damaged due to cleaning will be subject to replacement costs..

**WEATHER CLAUSE** Most equipment is intended to be used indoors with the exception of tents, tent accessories used inside a tent (i.e. liners, attached lighting, sidewalls) 4x4 platforms, plastic dance floors, and resin chairs. All equipment must be secured from weather by the customer if the items are used outdoors whether or not they are under a tent. If client has paid for setup and takedown of equipment outdoors and weather does not allow the event to be outdoors, the set up and take down fees will be refunded. Any equipment returned damaged due to weather is subject to cleaning fees or replacement costs.

If weather conditions become dangerous or unstable, the use of all equipment (damaged or not) must be terminated immediately. The liability of Marianne's Rentals Special Event Solutions is for the damage of their equipment only. Any injury caused to person(s) and/or property from being used during an unsafe condition

will not be covered by Marianne's Rentals Special Event Solutions' insurance. A tent cannot be considered a shelter for people or equipment during inclement weather.

If equipment has been damaged due to weather conditions and damage occurs in enough time before the event to replace it with new equipment, Marianne's Rentals Special Event Solutions will replace the equipment with what is available in inventory. An additional delivery and labor charges may apply. There will be no additional cost for the rentals.

Marianne's Rentals Special Event Solutions reserves the right to move set up dates and times or cancel an order entirely based on the weather in Oklahoma City or the delivery address. It is the responsibility of the customer to inform Marianne's Rentals Special Event Solutions of weather conditions in their delivery area. Delivery and labor fees will be refunded upon cancellation of an order due to the weather. The customer agrees to pay 100% of rental fees. All items must be moved indoors to be protected by the weather before and after the event.

#### **VINTAGE FURNITURE POLICIES:**

Each vintage furniture piece is a unique, **one of a kind piece**. There is not an identical piece back at the warehouse and it is probably going back out the next weekend to another client so it is imperative to take extra care with it.

When loading the equipment items should be securely bungeed/strapped on when transporting but not too tight as to damage the furniture. Make sure to not leave the straps on the furniture overnight. Make sure hands are clean when touching upholstery. Never stack items on top of upholstered furniture. Indentions or marks in the cushions/fabric can occur if heavy pieces are stacked upon cushions/fabric. Do not push or slide sofas/chairs/settees especially in the back of a trailer. Pushing a vintage piece puts stress on the vintage legs & frame. Always lift, carry and then set down!

Upon return of the rentals, Marianne's ALWAYS vacuums each piece of furniture EVERY SINGLE TIME it comes back from a client... a complete thorough vacuuming of every inch of fabric, front, back, sides, arms, under cushions, back of cushions. Taking time to do that will ensure you are able to check every square inch of fabric for a spot/stain/etc and be able to clean accordingly. You will be notified should there be any damage to the item(s). Some damage may be repairable and a fee will be charged directly correlating to the cost to repair the item. **\*Vintage Rentals are not permitted for outdoor use during inclement weather\***

The furniture and pieces shall not be used in conjunction with or for the promotion of events, activities, or photo sessions depicting nudity or partial nudity and/or pornographic, sexual, obscene, violent or indecent nature.

Initial: \_\_\_\_\_

**CHANGE OF VENUE OR DATE** Quotes are given based on specific event parameters and conditions. Change of venue, including a different location or room within the same venue, will incur a minimum \$250 fee to cover redesign and additional planning. If the date of reservation is changed the payment and cancellation policies will still apply based on the original date. Equipment and labor availability can not be guaranteed.

**OTHER TERMS** Marianne's Rentals Special Event Solutions reserves the right, at our sole discretion, to refuse or cancel any order for any reason. Reasons for order cancellation include but are not limited to, unavailability of product, errors in product or pricing information, or problems identified by our customer service department. If payment has already been made, Marianne's Rentals Special Event Solutions will promptly issue a credit. Customer is responsible for all equipment from the time of delivery or in house pick up to the time of return. Refunds are not issued for rental items returned unused.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_