

Event Rents - Frequently Asked Questions

When should I put my items on reserve?

To ensure the availability of the items you need for your event, we recommend putting your items on reserve as soon as possible prior to your event. You can still make changes to your rental order as you continue your planning.

How do I reserve rental items for my event?

In order to secure your reservation, we require a credit card number to put on file and a signed copy of your contract. Your signature on the contract is an acknowledgement that you have read and understand our "Important Rental Information" and "Rental Agreement" documents. (See "Rental Policies" tab on our website home page.)

What is a standard rental period?

A standard rental period covers 3-4 days. Pricing and arrangements for extended rentals can be provided upon request. Rental charges are based upon time out, not time used. Items kept past the pickup/return date specified on your contract are subject to have an additional 25% of the rental cost assessed for each additional day the items are kept.

Does Event Rents deliver?

Yes! We offer round-trip delivery and pickup services at an additional charge, based upon the distance and accessibility of the delivery location. We also offer the option for clients to pick up and return their order directly from our office/warehouse (some items are excluded from client pick up – see catalog for more details). Delivery/pickup of your order is a service best arranged as far in advance as possible. Please contact our sales office for more information and pricing.

Does the delivery fee include set up and teardown?

Items that require installation, such as; tents, dance floors and stages include set up and tear down in the rental fee. Setup/teardown is not included with delivery of tables, chairs, linens. If you are interested in arranging setup/teardown services please contact your Event Rents coordinator.

Can I change my order?

Yes! We realize that there will probably be several changes to your order as you plan your event. You are able to make minor adjustments up to 2-business days prior to delivery or client pick up of your order. See the "Important Rental Information" document for more information about our change and cancellation policies.

Is there a cancellation fee?

There are some situations where cancellation fees may apply. Any tent cancelled within 14 days of the scheduled delivery date will be assessed a 50% charge of the rental cost of the tent. A 50% cancellation fee may be assessed for items cancelled or numbers reduced by 25% or more within less than 60 days prior to the scheduled delivery/client pick up date of the order.

When is final payment due?

For delivery orders, final payment is due on the business day prior to delivery and is processed using the credit card placed on file at the time of reservation. If you wish to change the card on file, or remit payment by check or cash, please let us know in advance. For client pick-up orders, payment is due at the time the client arrives to pick the items up.

Event Rents

General Policies & Important Information Regarding your Special Event Rental Order

This document is intended to help provide you with important information about your upcoming rental order to help ensure that the delivery, use, pickup and return of the rental items left in your care goes smoothly. **Please read carefully** and contact us with any questions. *Have a great time at your event!*

Event Rental Period

Rental charges are based upon time out, not time used. A standard rental period covers 3-4 days. Pricing and arrangements for extended rentals can be provided upon request. Items kept past the pickup/return date specified on your contract are subject to a have an additional 25% of the rental cost assessed for each additional day the items are kept.

Delivery/Pickup Services

Standard roundtrip delivery charges quoted are based on:

- Business-hour delivery/pickup of items.
- Ground-floor delivery with no stairs and a level surface able to accommodate wheeled delivery carts.
- Truck access within no more than 100 feet of delivery site.
- Single drop site for your delivery.

Delivery/Pickup Window: We require no less than a three-hour delivery window during which we will arrive to deliver and/or pick up your items. If requested, our delivery team can place a call to the location point of contact 30 minutes prior to their arrival for delivery and/or pickup.

Pickup: Rental equipment must be broken down and/or packed up and placed in the same location to which it was delivered unless other arrangements are made in advance. Equipment not ready for pickup at the scheduled time is subject to additional rental, labor, and/or pickup fees.

Setup/Installation: Large items such as tents, tent lighting, staging, dance floors, and heaters have setup and teardown included in the base rental charge. Table and chair setup services are not included in the rental price but are available – please ask your rental coordinator if interested.

Animals: Please ensure that dogs and other free-roaming animals are secured to avoid injury to your pets and/or our delivery staff. Out of safety concerns for our delivery teams we reserve the right to refuse delivery or reschedule the pickup at an additional charge if unsecured animals are present at the delivery/pickup time. Please ensure that our load in path and delivery site is clear of any animal feces prior to our arrival for delivery/pickup.

After-hours delivery/pickup times may be available for an additional charge. Please discuss this with your rental coordinator in advance of your event if you require this service.

Upper Level Delivery/Pickup:

Elevator Load-In: Deliveries/pickups involving freight or passenger elevators may incur additional delivery fees depending upon the items on the order and capacity of the elevator.

Stair Deliveries: Deliveries/pickups requiring manual load in/out up or down stairs will incur additional charges. Example of charges for a manual upper level delivery/pickup is as follows:

- \$2.00 per table – per floor
- \$1.00 per chair – per floor
- \$2.00 per glass/dish/flatware crate - per floor

If our scheduled on-site delivery/pickup time is extended or delayed for reasons beyond our control additional charges may be assessed. These reasons could include but are not limited to:

- The client or client's designated delivery/pickup point of contact is not prepared to meet our delivery crew, accept delivery or give access to items for pickup during scheduled timeframes.
- Delivery/installation site is not prepared and ready for our team to deliver or execute the services contracted.
- Delivery vehicle or team is unable to easily reach a location no more than 100 slope-free feet from our truck to the designated delivery site.
- Requesting Event Rents to move items after placement or installation.
- Delivery/pickup of items from any location other than ground level (lengthy distances and/or hills, elevator, or stairs) not arranged in advance.
- Requests to provide setup/teardown services not arranged in advance.
- Requests to deliver items to multiple locations at the delivery address.
- Requests to deliver additional items or provide additional services after the initial delivery is complete.

Moisture Damage Warning

Leaving rental items exposed to moisture from rain, sprinklers or any other source can result in damage requiring costly repairs or replacement. Please ensure that when rental items are in your care that you protect them from moisture. Items particularly susceptible to water damage include:

- Chiavari, vineyard cross back, folding wood or resin chairs, farm tables, benches, wine barrel or wood bars.
- Upholstered lounge furniture.
- Event tables.
- Wet/moist linens left in linen bags develop mold/mildew quickly. Please allow as much time as possible for them to air dry before placing in purple bags to prevent mildew damage.

Note – A 20'x40' tarp is available for rent upon request to cover & protect your items from moisture.

Tables & Chairs

- Table and chair rental **does not include setup** unless arrangements are made in advance. Setup and teardown services are available for furniture items. Please contact one of our rental coordinators for pricing and information about these services.
- Tables are to be broken down and returned to delivery location.
- Chairs are to be broken down, stacked on chair carts (if provided), and returned to delivery location.

- Chiavari and Vineyard Crossback chairs: Pads must be removed and placed back into the red bags they were delivered in. Chiavari & Vineyard Cross back chairs must have the protective fabric cover replaced and ready for pickup in stacks of seven (unless setup/teardown services have been arranged in advance).

China, Glassware & Flatware

The client is **not** responsible for rinsing/washing china, glassware and flatware. Here are some tips for re-packing your items after use to protect them from unnecessary breakage:

- Red Crates - Please keep the plastic bag liner and bubble-wrap in the crate for re-packing of your items. This protects from breakage and serves as a moisture and leak barrier.
- Plates - Simply scrape to remove excess food and stack back into the bag-lined crates.
- Flatware - Place back into plastic-lined crate separate from china.
- Glassware - Empty excess liquid and replace in the delivery racks. If you rented different types of glassware, please place each glassware type in the specialized crate (labeled with that glass type) that they were delivered in.

Linens

Candle wax is very difficult to remove from linen. To avoid any additional fees resulting from wax stains, we strongly recommend that candle holders or flameless candles are used at all times. Linens returned with any amount of wax present will have a \$5 additional cleaning charge assessed. If, after 3 total washes, we are not able to remove the wax, the client will have full replacement costs assessed.

- Linens should be free of wax and burns, unwashed, shaken out and placed in the purple bags provided with your linen.
- Client is responsible for the replacement cost of any linen that is returned with permanent damage, i.e. wax stains, burn holes, pulls in the fabric, which exceeds the amount covered by the damage waiver.
- If table linens are wet, please allow as much time as possible for them to air dry before placing in purple bags to prevent mildew damage.
- Plastic skirting clips (when required) are sent with your order and will be inside the purple linen bag.
- We will gladly accept the hangers for recycling.

Tent Installation

Underground utilities & sprinkler lines/heads: Client is responsible for identifying & marking all sprinkler lines, sprinkler heads and underground utilities prior to Event Rents delivering to the installation location. Client assumes full responsibility and liability for damage to any underground utilities and/or irrigation lines. When tents are secured by staking, the stakes will be driven into the ground up to 42" deep. If you are not already familiar with the location of your underground gas, phone or electric lines we recommend that you contact and utilize the free 811 "Know What's Below" service.

Client installed lighting and décor items:

- Do not use tape, glue or adhesive of any kind to secure client provided décor to any part of the tent canvas, tent sidewalls or steel frame.
- Any decor items added to the tent (lights, streamers, etc.) that were not ordered from and/or installed by Event Rents must be removed prior to scheduled pick up.

Preparation of tent site for installation and teardown: Please ensure that your tent installation site is prepared for tent installation when our crew arrives. This includes:

- Mowing tall grass.
- Clearing all debris including animal feces

Installation of Electrical Items

When installing tent lighting, fans and/or forced air heaters, Event Rents will run power cord(s) to the side of the tent closest to the power source. If arranged in advance, Event Rents can/will supply extension cords to run power from the power source to the tent. Please advise your rental coordinator of this need prior to the delivery date. The cost to rent extension cords is \$.10/foot. **If you are providing your own extension cords please have them available at our team's arrival at the installation site so that they can connect to the power source to test the lights after installing.**

Tent use during severe weather situations:

Tents secured with ballasts vs. staking: In case of a predicted high wind event, Event Rents reserves the right to take down or refuse delivery of any tents planned to be secured with water barrels or ballast blocks.

High Wind Events: Wind or wind with rain can cause the tension of the tent to change by loosening ratchet assemblies, pulling stakes, or causing the poles to move or sink. It is essential to do regular upkeep checks and maintain correct tension on the tent top at all times, particularly if weather are such that cogs are starting to loosen. If at any point you become concerned about the safety of you and your guests during a high-wind or other extreme weather event, evacuate the tent immediately and seek other shelter.

Lightning: Immediately evacuate the tent until the possibility of a lightning strike is not present.

Snow: Tents, canopies, structures, and shelters are not manufactured to withstand heavy snow loading. These products need to not be used if snow of any kind is present or anticipated, and guest should be evacuated immediately in case of snow load collapse.

Order Reservation & Cancellation

Reserving your items: In order to place your items on reserve Event Rents requires a signed copy of your contract and a credit card on file which will be used to process final payment (unless other arrangements are made in advance). You may still make changes to your order after reservation.

Changing or cancelling your order: We understand that most orders will be changed several times through the planning process. Please have major adjustments to the type and number of items on reserve submitted at least 60 days prior to the delivery date of your order. After this 60-day point items cancelled and/or items with quantities reduced by 25% or more may be subject to a 50% cancellation fee. Please consult your Special Event Rental Coordinator with questions.

Final changes to your order can be made up to 2 business day prior to the delivery date or client pick-up date of your order. We will do our best to accommodate requests for additions after this point.

Deposits: A 50% deposit on orders with a balance over \$1,000 may be required. If you cancel your order prior to 60 days before the delivery date of your order, we will refund your deposit – less site inspection fees (if applicable) and 3% of the deposit balance to cover merchant processing costs if the original deposit was

remitted via credit or debit card. If you cancel your order 30 days or less from the scheduled delivery date, Event Rents will retain 100% of your deposit.

Tent Late Cancellation Fee: Any tent cancelled within 14 days of the delivery date will be assessed a 50% charge of the rental cost of the tent. Any tents cancelled outside of 14 days of the delivery date will not incur any charges.

Site Inspections: If required, this service is typically provided free of charge with the advance reservation/rental of a 40x40 (or larger) tent(s). If you choose to remove the tent(s) from your order at any point after the site visit has been completed you will be billed for the cost of that service. This fee is based upon the distance traveled and time spent on client premises.

Client Pick Up (CPU) orders: If you place a reservation with Event Rents for a CPU order and fail to cancel your order within 2 business days prior to your scheduled date of pickup, your card will be charged 100% of the rental cost of the item. Because we held your reservation as requested, the items were not available for rental to other clients.

Special order item count guarantee: When Event Rents needs to purchase a large quantity of product(s) to fulfill your rental needs, i.e. table linens, you will be contacted 2 weeks prior to your delivery/pickup in order to determine a final count. Numbers of the guaranteed item cannot be reduced after that date.

Damage & Maintenance Waiver

A damage waiver is assessed to all rental orders. The damage & maintenance waiver covers most incidental/repairable wear and tear to your rental items that may occur through normal and intended use. This charge also goes toward covering the rigorous cleaning of each and every one of our items between each use. The damage waiver is not insurance and is not refundable.

If damage/loss exceeds damage waiver: If rental items are damaged or lost while in your care and the level of damage/loss is determined to be egregious (exceeding what we consider to be normal parameters), replacement/repair/cleaning charges may be assessed. If this occurs we will contact you following the event.

Rental items not returned: Items not returned or not made available for pickup at the scheduled pickup date and time must be returned to Event Rents within 48 business hours of notification to avoid extended rental charges or potential replacement cost charges.

Payment for excessive loss and/or damage: Event Rents reserves the right to charge these costs to the credit card on file after you are notified of the excessive damage/loss.

**RENTAL AGREEMENT - TERMS AND CONDITIONS OF RENTAL
(READ CAREFULLY)**

THIS RENTAL AGREEMENT ("Agreement") is by and between EVENT RENTS, LLC, a Washington limited liability company ("Company"), and the person or entity identified by signature or agent's signature on the reverse page of this Agreement ("Renter"), for the rental of the personal property described on the reverse page of this Agreement ("Property"), is subject to all of the terms and conditions set forth herein, and Renter, in consideration thereof, hereby acknowledges and agrees as follows:

1. **PAYMENT & DEPOSITS.** In some cases, deposits are required in advance to reserve equipment. Payment of all fees (or remaining balance owed) is required prior to the rental period. Credit will be extended to pre-approved accounts only.
2. **CANCELLATION AND CHANGES:** Please give us 72 hours notice for cancellation or changes to orders. A cancellation fee may be assessed on high demand or seasonal items. Any tent(s) cancelled within 14 days of the delivery date will be assessed a 50% charge of the rental cost for that tent(s). Any tents cancelled outside of 14 days of the delivery date will not incur any charges.
3. **LOADING INTO RENTER'S VEHICLE.** Renter is responsible for all damages to the Property as a result of Company loading and unloading Property into Renter's vehicle per Renter's request. In this event, Renter assumes the risk of damage to its vehicle and shall be responsible for all damages to the Property.
4. **ACKNOWLEDGMENT OF RECEIPT; INSPECTION.** Renter acknowledges receipt or will be deemed to acknowledge receipt upon delivery of the Property as of the earlier of time and date indicated on the order confirmation page of the Agreement or actual delivery and that the Property is in good working condition, order and repair. Renter acknowledges that it has had an opportunity to personally inspect the Property and finds it suitable for its needs and in good condition. Renter further acknowledges Renter's responsibility to inspect the Property prior to its use and to notify Company of any defects.
5. **INTENDED USE.** Renter agrees that the Property will be used only at the address and for the time period designated on the order confirmation page of the Agreement, and solely for those purposes and in the manner for which the Property is manufactured and intended.
6. **RETURN DATE.** Renter agrees to return the Property to the place designated by the Company by the time and date specified by Company ("Return Date"). Renter agrees, in the event Renter desires to extend the Agreement beyond the Return Date, to contact Company in advance of the Return Date and obtain Company's approval of such extension. Renter shall be liable for all costs associated therewith, as determined by the Company.
7. **REPLACEMENT OF MALFUNCTIONING PROPERTY.** Renter agrees that in the event the Property fails for any reason, Renter is responsible, at Renter's own expense, for discontinuing its use, notifying Company and transporting the Property to Company. Renter acknowledges that under no circumstances is Renter authorized by Company to incur any expenses on Company's account for the repair or replacement of Property.
8. **NO WARRANTIES.** Company is neither the manufacturer of the Property nor the agent of the manufacturer, and no warranty against patent or latent defects in material workmanship or capacity is given, and Renter expressly waives all such warranties of fitness which may be accorded by law or otherwise. There are no warranties of merchantability or fitness, either express or implied. There is no warranty that the Property is suited for Renter's intended use, or that it is free from defects, and any and all such warranties of fitness, or otherwise, are expressly and specifically waived by Renter. Company is not responsible for any incidental or consequential damages caused by delays or otherwise, and Renter hereby waives any right or entitlement thereto.
9. **RETURN OF PROPERTY; LIABILITY.** At the termination of this Agreement, Renter shall return all the Property and make it easily available for the Company's pick up of the Property, in the same condition and repair as when delivered to Renter. Renter shall be liable for all damages to or loss to the Property. Renter agrees to pay all additional charges for cleaning or repair upon return by Renter, and, further, if the Property is lost or damaged, including, but not limited to damage to a tent occurring by reason of Renter cooking underneath or within a reasonable distance of a tent. Renter will pay the Company the full cost of replacement or repair of the lost or damaged Property, as determined by the Company. Renter may be assessed extra charges for labor and delays.
10. **TIME OF THE ESSENCE.** Renter agrees that time is of the essence in this Agreement and that Renter is charged for the time the Property is in Renter's possession, not the amount of time the Property is used. Renter's right of possession terminates on the expiration of the Return Date and retention by Renter of possession after this time constitutes a material breach of Renter's obligations under this Agreement.
11. **DELIVERY/PICK-UP.** Delivery is made to the closest point the Company vehicle can park. Extra charges will result in deliveries to other floors, elevator use or to any location where extra time is involved. Company is not responsible to either set up the Property or take down the Property unless otherwise agreed to by the Renter and Company in their contract, all for an additional charge. If this service is required, arrangements must be made by Renter with Company at least five (5) business days prior to delivery.
12. **PREPARATION OF SITE AND REMOVAL OF PROPERTY.** Renter agrees to have the site upon which the Property is to be delivered free and clear of all obstacles, natural and man-made, prior to the delivery of the Property by Company. Renter agrees to provide at his/her/its expense sufficient unobstructed space for the delivery, installation, dismantlement and removal of the Property and access to such space. Prior to the Company's scheduled time to dismantle and remove the Property, Renter shall remove or dismantle all personal property and dispose of any rubbish or refuse on the premises not directly attributable to the removal of the Property. In the event that any such personal property is not removed as required herein prior to the dismantlement and removal of the Property, Company may nonetheless enter the premises, move or remove any such personal property at Renter's sole risk and cost, and dismantle and remove the Property without further notice to Renter. Renter shall be solely responsible for and shall indemnify Company from any cost, expense or liability arising from the removal of such other property, including, but not limited to, the disposal of such personal property. All tents are subject to stretching and retracting of approximately five percent (5%) of the listed size and no tents are guaranteed to be waterproof, and are to be considered temporary shade structures.
13. **UNDERGROUND FACILITIES.** Renter agrees to have all underground facilities in the vicinity of the installation and setup of the Property clearly marked prior to the arrival of the Property. Renter assumes full responsibility for any damage to any of Renter's underground facilities.
14. **PROHIBITED ACTIVITIES.** Renter expressly agrees and acknowledges that the following activities shall be prohibited in, under or within 15 feet of any tents provided by Event Rents: open fires, cooking, grilling, use of fireworks or sparklers and/or use of any other heat source that may cause damage to the Property.
15. **PERMITS, LICENSES, ETC.** Renter agrees and acknowledges that he/she/it is responsible for securing all permits, licenses, consents, etc. required for installation, maintenance and use of the Property and incur the costs thereof. Company is not responsible for any tent, event or other permit, license, consent or governmental or third party approval necessary to perform the Agreement.
16. **WEATHER-RELATED RISKS.** Renter assumes all weather-related risks involved in holding an outdoor event. If any of the rented Property, including tenting should become unusable due to wind, snow, rain, hail, sleet, storm, tornadoes, flooding, cold or heat, or any other weather-related or non weather-related factor, Renter shall remain liable to Company for payment of all fees associated with the Property, even if not used. **WARNING:** Tents and structures are intended for temporary use. For the safety of all concerned, evacuation is recommended if threatening weather occurs, or if there is any doubt concerning the safe use of the rented Property and/or related equipment.
17. **NO ALTERATIONS OR ADDITIONS.** Renter shall make no alterations or additions to the installation of the Property by Company. Company assumes no liability or responsibility for any damages that may occur to any persons, including death, or Property in, under or around the property as a result of any alterations or additions made by Renter and Renter shall be solely liable for any loss and damages that may occur to any persons, including death, or property, including, but not limited to, the Property as a result of any alterations or additions. Such alterations and additions shall include, but, not be limited to, items or decorations hung on, to or from any of the Property.
18. **AUTHORIZATION TO RECOVER PROPERTY.** Renter agrees that if Renter breaches this Agreement, fails to timely pay required charges, becomes insolvent, or for any other reason makes it necessary for the Company to repossess its Property, the Company shall be authorized to enter Renter's property and repossess the Property without any legal process. Renter agrees that the Company or its agents may use all means or force necessary to repossess its Property and Renter expressly waives, on behalf of itself/himself/herself and its/his/her agents or employees, any and all claims for damages and/or losses, either physical or pecuniary, caused by Company's repossession of its Property. Renter agrees to pay any and all costs and expenses associated with Company's repossession of its Property, and/or in collecting sums due by Renter under this Agreement, including, but not limited to reasonable attorneys' fees and costs.
19. **PAST DUE CHARGES.** Renter agrees that Company may, at Company's sole discretion, revert all past due charges or fees to a daily rate, and that Company may charge interest on all past due charges or fees at a rate of the lesser of 18% per annum, or the highest rate permitted by law.
20. **TAXES.** Renter agrees to pay and be solely responsible for any and all taxes, including, but not limited to all sales and use taxes, which arise out of or in connection with this Agreement and performance hereof.
21. **NO WAIVER.** Renter agrees that Company's failure on any occasion to insist upon Renter's strict compliance, performance or adherence to the terms and conditions of this Agreement shall not be construed as a waiver of Company's right to demand strict compliance, performance or adherence to the terms and conditions of this Agreement at any other time.
22. **HOLD HARMLESS.** Renter agrees to indemnify and hold Company, its officers, directors, employees and agents harmless for any and all liability of any nature whatsoever arising out of or associated with the use, maintenance and/or return of the Property. Renter further agrees to indemnify and hold Company, its officers, directors, employees and agents harmless for all damages to third persons or their property resulting from Renter's possession, use or operation of the Property, including any and all attorneys' fees and costs associated with any claims arising from such damages. Renter agrees, in the event of a theft, collision or other accident involving the Property, to furnish the Company with a copy of any police report prepared in connection with the theft, collision or accident, and further that the Property will only be used by Renter or other person specifically designated herein, and no other person without the express written consent of Company.
23. **JURISDICTION.** Renter agrees that this Agreement and all matters and issues collateral hereto shall be construed according to the laws of the State of Washington. Renter agrees that the Superior Court of the County of Spokane, Washington shall have exclusive jurisdiction, including in personam jurisdiction, and shall be the exclusive venue for any and all controversies and claims arising out of or relating to this Agreement or a breach thereof.

Renter acknowledges the following: RCW 9A.56.096: THEFT OF RENTAL PROPERTY. A person commits theft of rental property if a person who, with intent to deprive the owner or owner's agent, wrongfully obtains, or exerts unauthorized control over, or by color or aid of deception gains control of personal property that is rented or leased to the person, is guilty of theft of rental, leased, or lease-purchased property. The finder of fact may presume intent to deprive if the finder of fact finds either of the following: that the person who rented or leased the property failed to return or make arrangements acceptable to the owner of the property or the owner's agent to return the property to the owner or the owner's agent within seventy-two hours after receipt of proper notice following the due date of the rental, lease, or lease-purchase agreement; or that the renter or lessee presented identification to the owner or the owner's agent that was materially false, fictitious, or not current with respect to name, address, place of employment, or other appropriate items.