

# La Crosse Tent & Awning Rental Terms & Conditions

## Rental Period

Most of our equipment prices are for a one to three day rental. Weekend rentals are Friday through Monday. If you are interested in renting equipment for a longer period of time, please contact us for availability and pricing.

## Reservations & Payment Terms

To reserve your order, simply return the signed contract with a 50% deposit. The balance must be paid 30 days prior to the event.

## Cancellations & Reductions in Equipment

All cancellations must be submitted in writing; refunds will be made according to the cancellation schedule below. Reserved equipment may be reduced per item according to the schedule below. No refunds will be given for canceled contracts or equipment reduced within 14 days of the event.

The cancellation and equipment reduction schedule is as follows:

- o Up to 120 days prior, 90% refund(\$50.00 minimum)/reduction
- o Between 119 and 90 days, 70% refund/reduction
- o Between 89 and 60 days, 50% refund/reduction
- o Between 59 and 30 days, 30% refund/reduction
- o Between 29 and 15 days, 15% refund/reduction
- o 14 days or less, no refunds or reductions

## Damage Waiver

The 15% damage waiver covers accidental damage due to normal wear and tear, but does not cover excessive damage or loss. Please set aside and return any broken items, as a replacement fee will be charged for any items not returned. Customers are responsible for paying replacement costs for damages that exceed the amount of the waiver.

## Security Deposit

A 100% security deposit is required on all party equipment, dinnerware, glassware and flatware. This fee will be refunded after complete inspection of items after the rental. It may be retained for unsanitary/unclean equipment, (this includes dinnerware, flatware, and/or glassware), damage, loss, and theft, which are not covered by your damage waiver.

## Responsibility of Equipment

Responsibility for all rental equipment remains with the lessee from delivery to the point of return, or from pick-up at our store until the point of return. Customers are responsible for checking the count and condition of items upon delivery, or pick-up at our store. Please make sure all equipment is secured when not in use, and protected from the weather. Equipment must be cleaned prior to pick up or return to our store, unless otherwise specified. Customers are responsible for cleaning charges if any items are returned dirty, and replacement costs for items with irreversible damage. Please keep in mind that candle wax and other chemicals or substances may permanently stain our equipment.

## Tents

When considering renting a tent, it's important to select a relatively level site that is free of obstructions, like overhead utility lines, trees, bushes, flower gardens, fences, and/or immobile lawn ornaments/furniture. It's also important to measure the area to ensure the tent will fit. A good rule of thumb is to add 12 to 15 feet to the size of the tent, as the stakes are placed a minimum of 5 feet, and an average of 6 to 7 feet around the perimeter. For example, if you are considering renting a 20x20 tent, the ideal sized area would be 35'x35' or larger, and the smallest area the tent can be placed in is 30' x 30'.

Make arrangements for someone to be home on the day of the tent installation. If no one is available to be on site on the day of installation, it's acceptable to mark the area where you'd like the tent to be set up with a wooden stake, or paint. Please secure your pets during the tent installation, and make sure that all pet waste is cleaned up prior to installation.

All decorations must be taken down prior to tent removal. DO NOT use staples, nails, tacks, screws, etc. on the tent poles to hang decorations. Any residue left on the tent or on sidewalls from tape or other adhesives must be removed prior to disassembly.

Complete the utility marking request form and return it within 7 days prior to your tent installation. We are required by state law to notify your state's One-Call Center so that any underground public utilities will be marked prior to the tent installation. If we do not receive your completed form with the correct information, the tent will not be installed, and you will be held liable for the full amount of your rental contract. Please be as specific as possible when filling out the form.

Make arrangements to have any private utility lines or sprinkler systems located & marked prior to tent installation. Digger's Hotline will only mark public utility lines, not private lines installed by a private contractor. It's best to contact the company who installed these facilities or sprinkler system to have them marked. We will not be held responsible for any damage to private facilities.

#### Do-It-Yourself Tents

We offer tents for pick-up at our store which customers can set up themselves. We recommend that you contact your state's one-call hotline to have the underground utilities marked. After your event, make sure the tent (and sidewall, if rented) is DRY before taking it down and placing it in the provided bag, as moisture can cause mildew damage. Be sure to return all poles and stakes, and place them in the provided bags.

#### Sidewalls

Sidewalls are not included in the tent price, but are available for an additional charge. If you rent sidewalls with your tent, please DO NOT drop sidewalls on the ground. If you desire not to use the sidewalls, please roll them up or fold them back. Customers are responsible for cleaning charges if any items are returned dirty, and replacement costs for sidewall with irreversible damage from being left on the ground.

#### Delivery & Pick-Up Service

Standard delivery fees require items to be dropped off at an easily accessible, ground level location such as a garage, loading dock, or porch. Deliveries that require us to hand carry items, or deliver to a location other than ground level will be charged an hourly rate of \$50.00, in addition to the standard delivery fee. Customers are responsible for checking the count and condition of items upon delivery. Responsibility for all rental equipment remains with the lessee from delivery to the point of return.

Equipment must be left in the same place as they were delivered; equipment must be cleaned (all tape, decorations, string, etc. removed), tables must be folded up, and chairs must be neatly stacked. Set-up and take-down of tables and chairs is not included in the rental price, but is available for an additional charge. Please make arrangements prior to your rental if you wish to have our crew set-up and/or take-down these items.

#### Customer Pick-Up @ Our Store

Items may be picked up and returned during our normal business hours, 8:00 AM to 5:00 PM, Monday – Friday. Customers will be charged for an additional rental for items not returned on time. Customers are responsible for checking the count and condition of items before leaving our store. Responsibility for all rental equipment remains with the lessee from pick-up at our store until the point of return.

#### Cleaning

An hourly rate of \$50.00 will be charged for cleaning. All party goods, dinnerware, glassware, and flatware must be returned clean – free of grease, food, and beverage residue for sanitary reasons. Flatware must be DRY before returning it to the provided container, as leaving it wet will cause pits and destroy the flatware and you will be charged for the replacement cost of the equipment.

Candelabras, candleholders, votive cups, and hurricane glass must be returned wax-free. All items should be packed in the provided containers. Staples, tacks, other metal fasteners, or glue are not to be used on the tables and chairs. Be sure to remove all decorations, tape, string, etc., from tables, chairs, and other party equipment after your event. Any adhesive left on rental items from tape must also be removed.

#### Dance floor

All oak parquet dance floor rentals must be inside or underneath a tent WITH SIDEWALL. Any rain, spills, water, or other moisture that comes in contact with the floor should be wiped off IMMEDIATELY, as this can stain and/or warp the dance floor. Customers are responsible for repair costs, and replacement costs for items with irreversible damage.

#### Linens

Washing of linens and tableskirts will be taken care of by La Crosse Tent & Awning. All tableskirt clips must be returned with skirting. Please shake off all food crumbs, decorations, etc. to prevent staining. Place only DRY used linens in the provided bag, or use a tablecloth to wrap the remaining linens up. It's important to make sure the linens are dry before placing them in the linen bag, as moisture may cause mildew damage. Never store linens in a plastic bag or other air-tight container, as this does not allow the linens to breathe, and may also cause mildew damage. Customers are responsible for damage caused by burns, candle wax, tears, and mildew.