

RESERVATIONS:

Customers must provide a security deposit with a Visa, MasterCard or AMEX. Payments can be made with credit card or cash. Checks payments must be received at least 2 weeks prior to the Out Date. Cash and check refunds may take up to three weeks. Orders under \$100 require a full payment. A driver's license is typically used for identification.



Security deposits are refundable if rentals were returned on time and no damage had occurred. All changes are to be made by E-mail to your event coordinator who will send you a new contract to sign. Changes to an order cannot be changed after an order has been packed. Additional rentals can be picked up at the warehouse if needed.

PRICING AND AVAILABILITY:

All prices in the rental price list are subject to change without advance notice. Availability is subject to quantity in inventory. Security deposit will NOT be applied toward the final balance.

EXTENDED RENTAL AND LATE CHARGES:

Rental rates are based on a 48-hour period unless part of the REBC. Extended rental rates are available. Weekends rental subject for extra fee. Late returns are subject to additional charges. Please call if unable to return on the contracted times.

PICK UP AND DELIVERY:

Customer pick-up and return is available at the pick up location. Standard deliveries are made to ground floors, loading docks or garages that our trucks are accessible to. Additional charges will be applied to labor-intensive locations, such as high-rise buildings, stairs and locations far from trucks. Sunday, after work hours and holiday deliveries and pick-ups are also available at an additional charge. All equipment must be repacked, restacked and ready for pick up in the same manner it was delivered. Rented flowers, greenery and silks cannot be cut or glued.

DELIVERY: We are located in Southampton, and we can deliver rentals in western Massachusetts and Connecticut, parts of western New York, Vermont. Delivery can be included in the proposal and increases based on distance, load, crew size, and venue restrictions. Delivery fees include mileage, time, labor involved in packing the delivery vehicle. Delivery or pickups made during our regular business hours of 8:00 AM to 8:00 PM. We require a 2-hour window of time to deliver items and a 2-hour window of time to arrive for pickups. Any deliveries and/or pickups requiring outside regular business hours of 8:00 AM to 8:00 PM. are subject to a \$50 fee.

RETRIEVAL FEES

Retrieval fees include returning to the venue and pick up rental items at the end of the event, driving back to storage facility and unload the delivery vehicle and restock the rentals. Mileage is based on the mileage from our warehouse to your event location. Smaller rental items **MUST** be packed in their original packing and gathered in **one location**.

IRONING

1. Take advantage of our ironing service! Linens are laid flat until half an hour before the scheduled pick-up or delivery time. They are then lightly folded to minimize creases during transport.
2. If you opt to iron them yourself, we will try to make the linens available early to ensure you have time. To help you plan, it takes approximately 1/2 hour for standard 120" round and 90x156 tablecloths to be ironed at a traditional board. Rates:
 - \$0.25 per napkin
 - \$0.55 per chair sash
 - \$1.75 per chair cover
 - \$2 satin and chiffon table runner
 - \$3 cotton and velvet table runner
 - \$5 per overlay
 - \$7 per 6 ft long tablecloth
 - \$ per 8-10 ft long tablecloth
 - \$12-\$15 of fabric draping per panel

SETTING UP

Styling service and/or any on-site setup/teardown must be reserved separately. If event space is not ready for delivery or your event runs over time and rental items are not ready for pickup at the agreed-upon time, or Venue doors are locked/not accessible, your credit card will be charged \$75 for every 15 minutes of waiting time.

Additionally, rental items will **NOT** be delivered to an outdoor location to be left in the rain. A backup rain plan such as a tent or other covered/indoor area must be established in advance. We have the right to cancel the delivery without prior notice should an adequate location not be available.

****If any of the above procedures are not followed, your credit card on file will be charged accordingly.**

CLEANING:

All glass, china and flatware must be rinsed and returned in their original containers. Linens must be shaken off and dry to prevent mildew and staining. If bags are not provided, plastic is okay but be careful not to mix with trash bags at the end of the night.

DAMAGE:

It is the customer's responsibility for the equipment at the time he/she receives the rentals to

the time of the pick up or return. We charge for any damage, loss, misplacement or breakage of any equipment, including storage containers and dollies. Rental fees do not apply toward any replacement fees.

Our reduction policy is 14 days from the date of delivery. Any cancellations after 14 days prior to event will result in the forfeiture of your deposit. Therefore, there is NO CONCELLATION on flowers, tents, and arches.

Check below ALL that apply.

Part of the REBC _____

Name: _____

Not part of the REBC _____

Today's Date: _____

Helping family & bridal party _____

Event's Date: _____

No helping family & bridal party _____

Signature: _____