

ABC Special Event Rental Policies:

Taxes

- For all event professionals, please contact your local Franchise Tax Board office for the laws on applicable tax for your events.

Cancellation Policies:

- A thirty (30) percent cancellation charge will apply to all items (Excluding: Tenting and Tent Décor) if cancelled less than seven (7) days before the date of Delivery or Will Call Pickup.
- A One Hundred (100) percent cancellation charge will apply if items are cancelled less than 48 hours from the date of Delivery or Will Call Pickup.
- A fifty (50) percent cancellation charge will apply to all Tenting and Tent Décor if cancelled more than seven (7) days from the date of Delivery or Will Call Pickup.
- A One Hundred (100) percent cancellation charge will apply to all Tenting and Tent Décor, if cancelled with seven (7) days from the date of Delivery or Will Call Pickup.

Delivery and Pickup Rates:

- We have a different way of viewing delivery rates. Instead of basing our rates solely upon distance, we base them on estimated delivery times and distance. This approach gives us the opportunity to increase the number of available deliveries and pickups on our schedules, lower our costs, and pass the savings on to you. Delivery and pickup windows are based on 8 hour (your most economical choice), 4 hour and 1 hour time requests. Your Event Consultant will determine your delivery and pickup rates when you place your order. All rates are determined on a per-truck basis. Additional deliveries and pickups are subject to additional charges.
- If a delivery is to your home, please provide a protected space to leave the equipment (garage, entryway, patio, deck). If you are not going to be home at the time of delivery, please let your Event Specialist know where to deliver the equipment.
- If a delivery is to a business or venue, please provide hours of operation, contact at facility, and any special instructions that would allow for a smooth delivery/pickup process.

Premium Delivery and Pickup Rates:

- These rates apply to deliveries and pickups before 8am, after 5pm, on Sundays, or on ABC Special Event Rental observed holidays. They are in addition to the standard delivery and pickup rates. If your event will require these services, please contact your Event Consultant.

Truck Access to Site:

- If there is any large truck access issues related to your event delivery site, please let us know. These include but are not limited to limited turn-around areas, low branches, gates in need of access codes, and narrow or steep driveways. Any of these can impact the timeliness and efficiency of your delivery.

Portage Fees:

- Portage fees apply to site delivery locations greater than fifty (50) feet from the delivery truck. Portage fees also apply when equipment must be transported up or down stairs, steep slopes, or elevators. If your

event will require portage, please discuss this with your Event Consultant and the applicable fees will be added to your rental contract.

Rental Rates:

- Rental rates are based on a three-day period, assuming delivery of Will Call pickup one (1) day before the event and returning (1) day after the event. Extended rental rates are available.

Delivery Responsibilities:

At delivery, you assume possession of, and responsibility for all rental products ordered.

- Delivery items are to the dock or door and placed in a central location. Due to time restraints, setup fees and portage fees are extra and need to be added with your Event Consultant when you place your order.
- It is your responsibility to receive, inspect and count every product delivered.
- You are also responsible for reviewing and understanding operating instructions included with some rental items.
- You will be asked to sign the delivery paperwork to confirm that all of the items on the rental order have been delivered and are in working order.
- Immediately report any problems regarding your rental items.

Pickup Responsibilities and Guidelines:

- Place all products in the pre-designated pickup location. Be sure to return all racks, hangars, boxes, bags, and other packing materials.
- Rinse Plates and place them in the crates provided.
- Place glasses upside-down in the glass racks or boxes provided.
- Rinse all flatware/utensils and place them in the tub(s) provided.
- Shake out food crumbs and debris from all linens, and place them in the linen bag(s) provided. To prevent mildew, please air dry all damp linens before placing them in the bags.
- Please check your order before we arrive to resolve any missing items.
- If you or your onsite contact is not present at the appointed pickup time, the ABC Special Event Rentals pickup product counts will be final. Any missing items will be billed accordingly.
- For outdoor events, equipment should be stacked and protected from weather to avoid damages.
- Labor or Cleaning charges will apply if equipment is not ready or clean at the time of pickup.
- If anything did not work well or meet your expectations, please communicate this information to your Event Consultant or ABC Special Event Rental Driver.

At this point, ABC Special Event Rentals assumes possession of and responsibility for all rental products.

Please Note: All client responsibilities also apply to Will Call orders.