

# RENTAL POLICIES

**Pricing:**

Prices quoted are for one-day events. Please specify when you call if you want long term rates. Items are typically delivered the day before the event and picked up the day after the event. Whether you use the rented item or not, you will be billed for the time out, not usage.

**Payment:**

A deposit is due in advance of the rental to guarantee rented items. Payment in total is due upon delivery. We accept Visa, MasterCard and personal checks. Early planning ensures product availability.

**Delivery:**

Rain or Shine will set a delivery schedule, unless customer has specific needs. Our schedule is made one week prior to the event and every customer is called with a tentative delivery schedule. If a site inspection has not been made prior to delivery, the customer should be on-site or leave clear directions. If no instructions are left, it will cause delay and customer is subject to additional fees for rescheduling. Rain or Shine will install all tents, flooring and lighting. Tables and chairs are delivered in neat stacks in a mutually convenient location. Special containers are provided for china, linens, glassware, etc. to ensure that you receive them sanitized, undamaged and table ready. The customer is responsible for setting up the tables, chairs and china unless arranged ahead of time.

**Truck Access:**

Our equipment is very heavy and installations are time consuming, therefore, our trucks must have access to within 25 feet of the delivery and installation site. If this is not possible, we must be notified in advance.

**Changes:**

All changes must be complete 10 days prior to the event. Changes after this time period are subject to additional fees and are based on delivery.

**Equipment Use:**

All equipment is to be used for its intended purpose. Tents are not to be cooked under, unless specifically designated in advance. If serious damage occurs, cleaning expenses may be applied.

**Tent Installation:**

We recommend that in all possible circumstances that tent stakes be used to properly secure the tent for your safety and the integrity of the installation. If stake holes are installed in asphalt, if requested, we will patch and repair holes for a fee of \$5.00 per hole. These arrangements must be made in advance.

**Sidewall:**

Solid white sidewall is included in all tent rentals. The sidewall is delivered in a bag and left with the tent. Window, mesh and clear sidewall are available at an additional charge. Any sidewall that is hung for the customer must remain hung. Anything removed by the customer is subject to damage or cleaning charges.

**Pick-Up:**

Customer is responsible for leaving tables and chairs stacked neatly after event for pick-up. All china and glassware must be rinsed, refuse free and returned to proper delivery containers. Linen should be food free, dry and placed in the laundry bags provided. Under no circumstances should linens be placed in plastic containers. Items must be accessible for pickup. If any items are locked away or unable to be picked up, you will be charged an additional travel and rental fee.

**Damaged & Missing Items:**

Responsibility for all items will remain with the renter (you) from time of the receipt to the time of return. We charge for missing, broken and damaged items. Be sure that equipment is secured when not protected from the weather.



[www.tentrent.com](http://www.tentrent.com)  
167 Wall Street  
Grangerville, NY 12871