

Policies & Important Information Regarding your Special Event

This important information about your upcoming rental order is to ensure that your rental of special event items goes smoothly. Please read carefully and contact us with any questions. Have a great time at your event!

Event Rental Period & Booking

Our standard rental period covers 3 days. Pricing and arrangements for extended rentals can be provided upon request. Items not returned by contract due date will result in a second rental cost & additional charges. Credit is not extended for unused items or items refused at the time of delivery.

Delivery/Pickup Services

Our team operates Mon–Fri from 7am - 3pm unless special allowances are approval by management. Additional fees will be required for out of business hours operations requested by client/venue.

We will deliver to ground-floor level surfaces only. We will not deliver any items more than 50ft from truck or transport items up/down hills, stairs, elevators, barges, docks, or over loose surfaces. Additional fees will be required for exceptions our team chooses to allow.

We will pick up equipment from a single address and in the same drop location as delivery.

Access road, driveways, & pathways need to be well-maintained and clear. This includes any low hanging or untrimmed brush & branches that might impede our 15ft tall truck or cause damage to our vehicles. Customer is responsible to notify Lake City Rental staff of any over head power lines, decorations, unlevel surfaces, or overhead signage at the location that could impact a smooth delivery process. Otherwise, your order will be delivered to nearest accessible space and client will be required to complete the transportation of their rentals to their space.

Equipment Set Up & Preparation for Pickup

All tent rentals with delivery include full tent set up, which includes installation of rented lighting, leg curtains, & sidewalls. Underground utilities, sprinkler lines/heads, gas lines, & septic tank identifying & marking are the clients' responsibility prior to delivery. Client assumes full responsibility and liability for damage to any underground utilities and/or irrigation lines. Stakes at each tent leg will be driven into the ground up to 42" deep. If you are not already familiar with the presence and location of underground gas, phone or electric, utilize the 811 "Know What's Below" service. Our staff will not set up client provided equipment. Tables, chairs, & dance floor set up & tear down are available for an additional charge and must be arranged before delivery. How we leave your equipment after your delivery is how it should look when we pickup. Chairs need to be stacked, bagged, & strapped onto their carts. Tables need to be folded and stacked on each other. All items need to be broken down, in their cases/bags, and ready for transport or additional fees will be charged. Rental equipment must be broken down and/or packed up and placed in the same central location to which it was delivered unless other arrangements are made in advance before our team arrives. We will not remove any personal items left inside a tent or on top of our equipment. This could result in an incomplete pickup and result to additional rental, labor, and/or pickup fees which could require a new pickup date to be scheduled. To keep your tent & equipment looking clean for your event we request that you do not mow, cut or water your grass or space within 24 hours of your delivery. Wet freshly cut grass leave grass stains on white tents and

chairs. Do not use sprinklers after your tent is set up especially within 24 hours before pick up. Clean up any animal feces & ensure any free-roaming animals are secure before arrival. Pick up of wet or stained tent items will result in additional charges.

Moisture Damage Warning

It is the customer's responsibility to store, protect, & cover any rental items away from possible damages including but not limited to sprinkler systems, weather, sun, heat, smoke, animals, & yard equipment. Customers transporting rental equipment are fully responsible for care & handling of all equipment. Furniture returned with scrapes, gouges, overly dirty, adhesives or tacks, uncovered, unstrapped, improperly secured during transport will result in repair, replacement, or additional charges. **ANY ITEMS RETURNED WET WILL RESULT IN ADDITIONAL CHARGES.**

Store Pickup & Return Services

CUSTOMERS ARE REQUIRED TO LOAD/UNLOAD THEIR RENTAL ITEMS. WE RECOMMEND BRINGING HELPERS. Customers are also required to strap & tie down their rented equipment. We are not responsible for any improperly secured items resulting in damages during transport. If you are unable to load your own vehicle please notify staff before your reservation date and not at the time of pickup. Staffing is limited on site throughout the business day and we may not be able to assist you. To keep our equipment clean your vehicle, truck, or trailer needs to be clean, free of debris before you arrive. Please do not sweep your truck or trailer out in our parking lot. Truck beds with hard shell covers cannot receive round tables or jump castles. Jump castles require an entire truck bed of space to transport. If weather is an issue, customers **ARE** responsible for covering their equipment with a tarp and all items need to be returned dry. All returns must be completed by 4:30pm every day. **ANY ITEMS RETURNED WET WILL RESULT IN ADDITIONAL CHARGES.**

China, Glassware, Flatware, Food & Beverage Items

The customer is responsible for rinsing all china, flatware, chafing dishes, & food holding items before returning. Glassware & beverage containers need to be free of any liquids, food remnants, edible glitter, & lipstick. A cleaning fee of \$0.50 per item with a \$75.00 minimum will be applied to the items below if not rinsed. Here are some tips for re-packing your items after use to protect them from unnecessary breakage:

- Plates – Need to be scraped to remove excess food, rinsed, & stack back into the crates. If you rented different sizes of plates, please stack each size separately in their own crates as they were delivered.
- Flatware – After rinsing, place back into provided bussing tub. Do not mix with plates or they will fall out of the crates and you will be charged for missing pieces.
- Glassware - Empty excess liquid, wipe any lipstick off, and replace in the delivery racks. If you rented different types of glassware, please place each glassware type in the specialized compartmented rack.

Linens

Candle wax is very difficult to remove from linen. We strongly recommend that use of fully enclosed glass candle holders or battery-operated candles.

*****Linens returned with any amount of wax present, permanent damage, permanent stains, burn holes, pulls in the fabric, adhesives, etc will be charged a full replacement cost. LINENS ARE NOT COVERED UNDER DAMAGE WAIVER.** Linens should be unwashed, shaken out, and returned in the orange/blue bags provided with your linen. If

table linens are wet, please air dry them before placing in orange/blue bags to prevent mildew damage. Never return in plastic trash bags. DO NOT throw away table skirt hangers. These are specialty hangers and we reuse them.

Dance Floor

To avoid damage, we require all dance floors to be installed under tent or under a roof. Tarping or plastic cover is not acceptable.

Damaged & Missing Items

Customers are responsible to contact Lake City Rental for items missing, inoperable items, malfunctions, or anything related otherwise a refund will not be issued. If after hours, please leave a detailed message. If items are damaged while in your care and the damage is determined to exceed what we consider to be normal parameters; replacement, repair, cleaning charges may occur. If this occurs, we will contact you following the event.

If items are not returned or not available for pickup at the scheduled pickup date and time, customer is responsible to return to our store. Address is 3520 N. Ramsey Road, Coeur d'Alene and must be returned within 24 business hours of return date to avoid extended rental charges or replacement cost charges for the missing item(s).

Lake City Rental reserves the right to directly charge your credit card on file for costs on missing, damaged, or added charges after you are notified of the issue.

Please contact your rental coordinator with any questions or if you have any issues with your items right away.

(208) 666-5591

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I agree to the requirements and expectations listed above and understand that I will occur additional fees if I do not follow them.

CUSTOMER SIGNATURE: _____

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