

St Augustine Rental & Sales

Rental Policies

Customers responsibility; count and check over the order upon delivery and pick up

When reserving a rental item, a minimum deposit of 1/3 the rental contract is required to confirm the reservation and a valid credit card # will be kept on file. We charge you a 10% damage waiver, which will cover minor damage and small losses. Any major damages or losses will be charged accordingly. If the damage waiver is declined then the credit card on file will automatically be charged the replacement or repair costs if a loss or damage occurs. _____initial please

***All deposits can be used toward the balance of the contract, but are non-refundable if cancelled.

Rentals are based on door-to-door delivery, any set-up, take down or special delivery instructions must be discussed in advance and may result in additional charges. _____initial please

***it is the customer's responsibility to restack and tear down the rental items prior to pick up. (unless otherwise specified) failure to do so will result in an additional charge of 20.00 per man per 1/2 hour. _____initial please

***Cancellation of rental items other than tents within a 72 hour period (3 days) will result in a 50% cancellation which will be charge to the credit card on file. Cancellations made within 24 hours (1 day) will result in 100% cancellation fee and will be charged to the credit card on file. ***Changes to orders must be made no later than 7 days prior to guarantee availability. _____initial please

Tent Rental Policy – When reserving a tent we will need a deposit and a credit card to reserve it. Any cancellations made within fourteen (14) days of the event will be charged a 50% restocking fee (we must be notified by 12pm noon that day). Any cancellations made within seven (7) days of the event will be charged a 100% restocking fee (we must be notified by 12pm noon that day). Any cancellations made prior to fourteen (14) days will not result in a penalty other than loss of deposit. _____initial please

Table – Special Instructions

To avoid additional charges, no staples are allowed in the tables. Failure to remove staples will result in a charge of .25 per staple. _____initial please

Linens - special instructions

When finished with the linens they must be dry and free of food and debris. If linen is wet or badly soiled please place them in a separate bag to prevent possible damage to other linens.

- **Please pack the linens in the bins provided by us or in trash bags.**

Please be advised- Staples, heavy-duty tape, candle wax and some stains may permanently damage the linens. All linens have a listed replacement value. If linen is lost or returned torn, burned, mildewed or soiled beyond cleaning, the replacement value will be charged to the credit card on file in addition to the rental charge. _____initial please

Dishware and Chafers - special instructions

When returning china, flatware, chafers, and glassware, everything must be rinsed, and free of food otherwise you will be subject to a cleaning charge of 50% of the rental fee.

***always make sure the bottom pan of the chafer is filled at least half way with water. That will cause the pan from burning on the bottom side. Failure to do so may result in an additional cleaning charge, or possibly a replacement charge. _____initial please

Beverage Fountains – special instructions

NO PULP! DO NOT DISASSEMBLE!

After each use, put clean, fresh warm water in bowl. Let the fountain run approximately 1/2 hour to dissolve any residue. **Do not submerge base of fountain in water. Do not run the fountain dry.** If the beverage needs to be chilled, pre-cooling the beverage is preferred. You can also add chunks of ice, or small bags of ice to keep the beverage cool. _____initial please

Please sign below to accept the mentioned rental requirements

Responsible Party

Date