

## Rental Policies

### Delivery Pricing:

Pricing for delivery is a standard rate based on the zip code that we will be delivering to and picking up from. Standard delivery fees will guarantee 4 hour windows that we can drop off and pick up within (within business hours). For example, the earliest standard delivery/pick up window is an 8:00AM-12:00PM window. This means that our crews can arrive anytime between 8:00AM-12:00PM to drop items off or pick items up. If you need to narrow the delivery/pick up window down to a narrower window (1, 2, or 3 hour window) it is \$25 additional. If you need an exact time delivery or pick up, it is \$50 additional.

Deliveries and pick ups can be made after hours when we are closed. The pricing for these deliveries/ pick ups is done on an individual basis—please call our store to get a quote for an after hours delivery or pick up.

### E.P.P.--Damage Waiver:

The equipment protection plan covers accidental damage that may occur during the rental. It does not act as insurance. It does not cover negligence, theft, or loss. Missing items are not covered under the E.P.P. It is 10% of the rental price and is non-refundable. It applies to all items except tents. It will generate automatically on all contracts, but is completely optional. You must tell us if you would like to opt out of the E.P.P. In which case you must initial and sign off that you are declining the damage waiver. If a customer declines the damage waiver, he or she is responsible for paying the replacement cost on any damaged items that would have been covered under the E.P.P.

### Delivery/Pick Up:

Set up and break down of tables and chairs is not included in the pricing. If you would like set up and/or break down of tables and chairs to be performed by Bryant's, please specify when making your reservation. Otherwise tables and chairs will be left stacked on delivery and expected to return to the same stacks when our delivery crew comes back to pick up. If tables and chairs are not stacked up on pick up, labor fees will apply.

Dinnerware and flatware are expected to be scraped and rinsed free of any food debris. Please return these back to their designated crates or bus boxes for return or Bryant's pick up.

Linens should be returned or left in the bright green laundry bags that are given with the linen rental. Please be mindful that leaving wet linens in laundry bags for too long can lead to mold/mildew and ruin the linens. This type of damage to linens would be considered negligence and the client would be responsible to replacing the damaged linens.

Many of our rental items are sent out in plastic totes, cardboard boxes, crates, bus boxes, etc. We expect rentals to be returned in these containers. Charges may apply for any containers that are not returned back with the rental.

#### Cancellation Policy:

All rental items run on a 14 day cancellation policy (Except tents). If a rental reservation is cancelled within 14 days of the event date, 50% of the rental order is forfeited.

The cancellation policy for tents is 30 days. If a tent is removed from a reservation or a tent reservation is cancelled within 30 days of the event date, 50% of the tent cost is forfeited.

#### Cleaning Fee:

Dinnerware and catering items that are not returned clean and free of any food debris will incur a cleaning fee charge. This fee is 50% of the rental cost for that item.