

## Party Rental Policies

### Payment:

- 1) Our rates are based on a one day rental. Weekends count as one day provided the rentals are only being used for one event. At the time your reservation is made, 50% of the rental amount is required. Full payment is needed 3 days prior to the event if paying by check. We always need a credit card on file.
- 2) We **do not** reserve items until payment has been received and we have a **signed contract** on file.

### Terms:

- 1) At the time of reservation, we must have a signed reservation and 50% payment to hold your reservation.
- 2) If either item is not received, your order will remain a quote, **not a reservation**\*

### Cancellation Policy:

- 1) A cancellation fee of 30% of the total rental will be withheld from your initial payment if your reservation is cancelled or reduced within 1 week of the event. A 50% fee will be collected if cancelled 72 hours before the event. All fees will be kept 48 hours prior to your event.

### Returns-Final Inspection:

- 1) We reserve the right to modify charges for broken, missing, damaged or dirty items after items have gone through final inspection.

### Delivery/Pickup & Set-Up:

- 1) Typical delivery/pickup hours are Monday through Friday 9:30am - 5:30pm and 10A-2P on Saturday. We work with 4-6 hour windows for best pricing. These windows are arrival times and are estimated times of arrival. Client may call our office to get a better idea of the time of arrival on the day of delivery. Additional delivery charges will apply for orders requiring delivery/pickup at specific times or before or after our typical hours of operation noted above.
- 2) **We cannot guarantee a specific delivery/pickup time without additional charges.** To find out when your order is scheduled for delivery/pick-up, please call the day of the delivery/pick-up date indicated on your contract. We will give you an approximate time frame if deliveries/pickups go as planned.
- 3) All delivered equipment is dropped off in stacks **as close to your requested area as can be reached** with our delivery vehicle, we need to be able to access drop-off/pick-up area within 75ft of truck. We must be able to roll equipment on hard surface and must be on main floor or additional fees will be charged.
- 4) If items must be transported to a specific area, i.e. (inside building, up stairs, elevators, etc.), please advise our staff. Additional fees will apply if client did not disclose this information.
- 5) Set up and break down service is available; ask our staff regarding charges.
- 6) If you set up the equipment, it is also your responsibility to break it down and return it to the place where it was delivered. **If we show up for pickup and equipment is not ready we charge by the hour for standby time or breakdown/carrying.**
- 7) All items being picked up must be in the same location as we delivered them.

#### **Tent Securing and Installation:**

Tents we install will be staked into the ground or we will use water barrels to secure the tent. We do not stake into asphalt/concrete without additional fees. If severe weather is predicted, we reserve the right to refuse to install any tent.

Know what is underground before we arrive. **We are not responsible for any underground utilities, sprinkler systems, septic systems, electrical, rocks, etc.** Keep in mind that overhead clearance (i.e. electrical wires, tree branches, etc.) is also necessary.

#### **Heaters:**

Heaters can be hard to light in some conditions. Heavy winds and rain are not ideal situations for heaters and Event Magic is not responsible if heaters do not light in these conditions. Heaters should be on a level surface. Event Magic will set up and test heaters on site when delivered. We will leave pilot on for easy on/off usage in some situations. We always recommend turning on heaters 1-2 hour before your event. In case client cannot get heaters working and conditions are good, client must call our emergency phone 510-434-0407 and talk to or leave a message. Refunds will not apply if call is not made.

#### **BBQ and Grills:**

All grills must be scraped of all food and debris and charcoal must be disposed of 1 hour prior to pick up of the grill to avoid hot coals.

#### **Dishware/Glasses:**

Scrape solid food and debris from plates and rinse clean, then return to the appropriate crates, return glassware to racks. We charge 50% of the rental charge if not returned this way. You are responsible for any missing or damaged dishware and glasses and will be charged accordingly.

#### **Linens:**

As a service to our customers, we offer the rental of top quality linens and napkins in a variety of colors and sizes. Linens must **not** be returned in plastic bags to avoid molding. Linen bags will be provided in most situations. When picking-up linens, you are responsible for verifying that you are receiving the appropriate number. All linen must be free from any burns, wax, tears, pins, tacks, abrasions, etc. The customer is responsible for the replacement cost of any missing or damaged items. Shake out any loose debris from linen (food, petals, decorations, etc). Failure to remove all loose debris will result in a fee. We reserve the right to make final inspection of linens when we perform our cleaning/pressing procedure. Typically, this process will be done within 48 hours; after which you will be notified of missing or damaged items.

#### **Staging and Flooring:**

When choosing a location for a stage or dance floor, the most level area should be selected. Our wood parquet dance floor is for indoor use if used outside and our dance floor is damaged you will be liable for repair or replacement of the dance floor. The staging is the customers responsibility to keep protected from weather, charges for replacement of decking will apply if allowed to get wet.