

## **EVENT RENTAL - CONTRACT ADDENDUM TENT INSTALLS & OTHER EVENT RELATED DELIVERIES**

**DEPOSITS AND FINAL PAYMENT** Quotes and Reservations are not treated as confirmations until receipt of required deposit. In the event of a cancellation, effective 30 days prior to the event date, a full refund will be issued. Less than 30 days 25% will be returned. Less than 4 days, complete loss of deposit. Changes to the number count can be done up until 7 days prior to the event date.\*

\*this refund policy does not apply to inflatables. Deposits to inflatables are non-refundable, but can be rescheduled due to inclement weather, based on availability.

**SET-UP AND DELIVERY:** Grand Rental Station coordinates tent installs so that all items will be ready for customer use prior to the date of the event. While often the install date is scheduled to be completed a minimum of 24 hours prior to the event date, this is not a guarantee. Often scheduling, weather conditions, specific customer requirements, and other factors will affect actual install date. We will do our best to accommodate specific delivery time frames and will keep in contact with any changes to pre-discussed delivery timeframes during the week leading up to the event.

**WEATHER POLICY:** Grand Rental Station reserves the right to delay set-up and/or removal of the rental equipment if it is unsafe to do so due to severe weather, or severe weather warning. We will proceed once the severe weather has cleared. In the rare circumstance of a Named Tropical Storm or Hurricane threatening our area during the 7 Day period leading up to the intended installation date and ending on the day after the event date, Grand Rental Station reserves the right to cancel any install or to prematurely take down any tent(s) deemed to be in harm's way. In such a circumstance Grand Rental Station will provide customer a full refund for any rentals not provided.

Our rental tents were manufactured for use as a temporary structure. The structure should not be considered safe when severe weather or lightning is present or approaching. If severe weather is present or approaching, we recommend evacuating the structure, and that all occupants seek shelter in an appropriate location until the storm/severe weather and warning has passed. If at any time you or your guests feel unsafe under or around the structure for any reason, they should leave the structure immediately. Grand Rental Station shall not be liable and shall be held harmless for injuries or damages caused by fire or from any cause: rain, hail, snow, storms, high winds, floods, or any other disturbance of nature.

**UNDERGROUND UTILITIES AND EQUIPMENT:** All tent installs require the driving of ground stakes to properly secure the structure, unless an alternative method is agreed upon (discussed later). Grand Rental Station will contact Miss Utility 7 days prior to the intended installation date. The Customer, if not the property owner, is responsible to notify the property owner that this service has been scheduled. Please note Miss Utility will NOT mark private utility lines. For the safety of our staff and the protection of property ANY private lines must be marked prior to the arrival of our setup crew. Grand Rental Station's employees or contractors will not be held responsible for any damage caused to any underground utilities or previously mentioned equipment that has not been properly marked. Grand Rental Station is able install some of its tents with the use of 500LB minimum concrete ballasts. These ballasts are provided at an additional cost and must be requested in advance of the installation date.

**COMMERCIAL PROPERTY EVENTS:** If setting up at commercial type property or a property being rented or leased, it is the customers responsibility to seek permission from that land owner to setup on the property.

**SOD/GRASS/ASPHALT/CONCRETE:** We will not be held responsible for any damage caused to the sod, grass, asphalt, concrete, deck or finished patio.

**FLATWARE, DISHES, GLASSWARE, AND OTHER FOODSERVICE EQUIPMENT** must be rinsed food-free to avoid additional cleaning fees. Please return all items to any crates, boxes, or other shipping containers prior to pick up.

**TABLES & CHAIRS** will be delivered stacked and placed in a protected area at drop off and are expected to be returned and re-stacked accordingly for pick up. Set up and re-stacking services are available upon request (fees apply)

**LINENS** must be shaken free of debris and placed in CLEAR plastic bags as black bags are often mistaken for trash.

**EQUIPMENT DAMAGE OR ABUSE:** We do not hold our customers responsible for equipment failure from normal use and when our equipment has been used as instructed. However, the customer is responsible for any damage caused due to abuse or misuse of our equipment while in their possession. Under NO circumstances is tape or any other adhesive permitted to be attached to the tent canopy or poles at any time. Chemicals like silly string type substances will often cause permanent staining of tent canopies and sidewalls. Under NO circumstances are fires, fireworks, ash producing lawn candles, grilling, or any sort of cooking be permitted under, around or within 100 feet of the tent. The customer will be responsible for cleaning fees or total replacement if such misuse takes place.

The customer is not permitted to set-up, move, adjust, or repair any rental merchandise set up by our professional crew. If repair or replacement of equipment is necessary due to misuse, by customer or anyone present at customer's event, the customer will be charged accordingly for repair or replacement. If any damage is present at the time of pick-up we require the fees necessary for repair or replacement of the equipment in cash or check within 7 days of the event date.

**EVENT RENTAL CONTRACT ADDENDUM MUST BE SIGNED WITH EVERY ORDER  
I AGREE TO ALL CUSTOMER RESPONSIBILITIES**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_