

RENTAL POLICIES: Out Back Party Rentals (OBPR)

Out Back Party Rentals takes great pride in the service that we provide to our customers. Please review the following rental policies to be familiar with our rental process.

- Hours of operation: Monday through Friday 9am to 5pm.
- To ensure a new order can be filled and delivered on schedule we request a 5 to 7 day lead time prior to the event. For additional items, customers have 72 hours to add to their order prior to the event. Items are not guaranteed to be available.
- Orders must be finalized one week prior to delivery date.
- Orders with special ordered rental items must be finalized two weeks (10 business days) prior to delivery. Changes will not be permitted within the two weeks prior to delivery.
- New orders requested less than 5 days before the event will not have guaranteed delivery times. Deliveries will be worked into the current schedule. Also, the order must be paid in full prior to delivery or will calls (customer pick up). This does not include specialty items, Tents, Dance Floors, Stages or other labor intensive items. Tents, stages, dance floors or other labor intensive items require a 5 to 7 work day notice.
- During our busy season, there will be a \$400 minimum for deliveries. If order does not meet the minimum, customer may come and pick items up. Not all rental items are allowed to be picked up by customer.
- A credit card on file will be required to cover any incidentals or any additional charges brought on by customer. Credit card will be charged after customer is contacted letting them know of the charges.
- A full or partial (50%) deposit is expected to confirm the reservation. A signed Coversheet (this document) is required for confirmation as well. A deposit secures your rental items with OBPR. The balance is paid 2 days prior to Delivery / Will Call (customer pickup). Without a deposit, availability of rental items and delivery is not guaranteed.
- There is a 3% surcharge on all credit card payments. There is no surcharge on debit cards.
- The Damage Waiver is a non-refundable standard fee that covers accidental, minor damage due to normal use. It does not cover missing items, negligence or weather damage.
- Customer agrees to pay for any damage or loss of equipment regardless of cause while the equipment is out of the possession of OBPR, and until the equipment is returned to OBPR. Customer agrees to pay a reasonable cleaning charge for equipment returned unclean per instructions. Equipment not returned due to mysterious disappearance or theft from the customer will be charged at replacement cost plus rental due. OBPR shall have a reasonable amount of time to check for equipment damage and /or shortage and to notify the customer of such damage and/or shortage.
- Tents, Stages and Dance Floors may require a site visit (at no charge). This will ensure the Tent, Stage or Dance Floor fits the available area and substructure poses no dangers to the attendees or the equipment. Any equipment will be removed or job cancelled if the weather threatens with heavy rain, ice, snow or high winds (over 25mph). This is at the discretion of OBPR. The cancellation or removal decision will be communicated 24 hours before the event, before the storm or as soon as the decision is made. This protects the equipment from damage, and the customer from responsibility and cost of damaged equipment.
- All equipment is ready for use. Upon pickup by OBPR or return by the customer, all rental items (except linens) are to be rinsed and in their original container. Glassware may be rinsed out, unless used for food purposes, and then cleaning is required. An additional 25% of the item price will be charged for each item not rinsed.
- Products are delivered to one location and are not set up (aside from tents, dance floors, stages, pipe and drape and lighting.) We ask that the items be in the same location for pick up. Chair dollies will be left at job site upon delivery; customer is to restack chairs on dollies for pick up.

- Products must be protected from weather/sprinkler systems at all times. If left out in bad weather or near a sprinkler system an additional damage fee will be charged to the credit card on file.
- **Additional charges:** After hours are as follows: Monday through Friday after 4pm, all day Saturday and Sunday. After hours deliveries/pickups are not guaranteed and must be approved through our production manager. Elevators, stairs and walking distance over 50ft are not considered curbside. Setup and tear downs are considered additional Labor charges. Setup and tear down of rental items is an additional fee and must be coordinated with OBPR when orders are created.
- If after hours pickups are coordinated, we will not pick up later than 11pm. After hours fee does not include tearing down of rental items. It is the customer's responsibility to ensure that all items are ready to be picked up at the designated time scheduled by the customer. All tables and chairs need to be folded and stacked appropriately, all flatware, glassware, china, etc. needs to be rinsed off and placed in original crates that they were delivered in. Linens are to be placed in laundry bags provided by OBPR.
- OBPR Crew Team is not permitted to handle setups or tear down of customer's personal items. Customer must remove their personal items (décor) from tables, etc.
- Either the customer or a representative of the customer must be available to receive and sign for the items at the time of the arranged delivery. Also, the customer or a representative of the customer must meet the pickup team at the arranged time. The Customer is responsible for gathering all the rental items at the arranged pickup location, and ensuring that all of the rental items are clean where required. If items are not cleaned off and ready to go when our team arrives for the pickup, a teardown fee and/or a cleaning fee will be charged to the credit card on file with OBPR. Once OBPR has delivered, if the customer requests additional items, the customer will pay for an additional delivery fee.
- We ask that the customer please count the items on your order when accepting the delivery. Since you are accepting the counts on the contract, and will be charged for any missing items upon return. Responsibility for items remains with the customer from the time out until the time of return. Please ensure that items are secured when not in use.
- If trash cans are rented, the customer is responsible for removing the used trash bags. OBPR team will not dispose of your trash.
- If items are not returned by the agreed upon date, additional charges may incur.
- Customers may pick up/return their rental items between the hours of: Monday through Friday 9am to 5pm.

REFUNDS

- For cancellations, OBPR must receive a 14 day written (email's are accepted) notice for a full refund. If a written notice is received from the customer 7 days prior to the event date, OBPR will refund 50% of the cost. For cancellations less than 7 days prior to the event date, the customer will be obligated to pay the entire cost.

Customer Signature

Date