

Rental Fact Sheet

What to expect for your delivery

Please review this list to ensure that you know what to expect for your delivery. This will also help to ensure that you do not incur any additional charges the day of your event.

What do I need to do before my delivery?

- ① We ask that you have any areas that we will need to work be clean and free of debris, obstacles, and animal droppings before we arrive for your delivery.
- ② We ask that someone be onsite when we arrive to count and check all items that we deliver. We will count all items on delivery and on pickup, and once signed off on and our crew leaves, you will be responsible for all items and any shortages. Please make sure that you provide a copy of this rental fact sheet, along with a copy of the itemized list on your rental agreement to whomever will be meeting us onsite the day of your event. This will ensure that they understand what to expect and that you do not incur any additional charges.
- ③ If you are renting a tent, please review the separate rental fact sheet for tents.

What if there is bad weather on the day of my event?

- ④ We certainly hope that the weather is great on the day of your event! Unfortunately, the weather in Florida is very unpredictable. We strongly recommend that you obtain Event Insurance and have a backup plan in place in the event of bad weather. We also ask that you inform us beforehand of your backup plan, so that we can try to schedule our deliveries accordingly.
- ⑤ Please keep in mind that we have multiple events every day, and our delivery crew has a schedule that they have to keep. For this reason, we will not always have time to wait for bad weather to pass, or for you to come up with a backup plan on the day of your event. If time allows, please keep in mind that you will be billed an additional \$40 per person per half hour that our crew has to wait. We do not offer any refunds in the event of bad weather.
- ⑥ Please keep in mind that you are responsible for protecting the rented items while they are in your care. You will be charged the rental plus the full replacement cost for any damages to the rental items.

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Delivery & Pickup

⑦ Delivery and pickup services include curbside, ground level delivery only. This means that we will drop your items off no more than 50 feet from where we can get our delivery vehicle. If you need your items taken upstairs, or farther than 50 feet from our delivery vehicle, then please contact us before your event so that we can quote you a price beforehand, and schedule our deliveries accordingly. Any additional labor will be billed at \$40 per man, per half hour. We have the right to refuse additional services not known to us before the delivery if it will cause a conflict with another scheduled delivery.

⑧ Whomever is in charge of receiving your delivery will need to be onsite when we arrive to count and check all items and to sign off that the items were received.

⑨ You will be given a timeframe of when we are expected to arrive approximately 1 week before your event. To keep our delivery charge as low as possible, we have to coordinate our deliveries based on the area that they are in and the time of the events. If you need us to be at your event at a specific time, then please contact us before your event. Time specific deliveries may be available upon request for an additional fee, as they typically require us to send out a separate truck and crew to your event.

⑩ You will also be given a timeframe of when we will return to pick up the items. If the items are not ready to be picked up when we arrive, or if your event is over later than planned, you will be charged an additional fee of \$40 per man, per half hour for our crew's idle time. Ready to be picked up means that the items need to be organized in the same fashion and location as we dropped them off.

Setup & Breakdown

⑪ If your rental agreement includes setup and breakdown, there will be a separate line item on your rental agreement with a price. If we are setting up your rented items, we need to be provided with a layout of where/how you would like the items placed beforehand, and someone needs to be onsite when our delivery crew arrives to begin the setup. Please make sure your layout is to scale, as our standard setup fees do not include moving the items around once we have set them up.

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12 Setup and breakdown services do not include linen setup, unless specified on your rental agreement. Setup services never include setup of napkins or dinnerware items. Our delivery crews cannot setup or move items that are not rented from us or do not belong to us.

Linens

13 All linens will be delivered either wrapped or hung and will be labeled as to what size the linen is. If you are unsure of what size linens go on which tables, please see our linen sizing guide, which is available on our website.

14 You will also be provided with linen bags for your order. After the event is over, please shake all linens to be free of debris, fold them neatly, and place them in the linen bags provided. Please do not place wet linens in bags, as they will mildew and you will be charged the rental plus full replacement cost of the linens. Please return any and all linen bags, as any non-returned bags will be charged at \$25 each to the credit card on file.

Dinnerware

15 All plates and glassware will be delivered clean and polished in dinnerware racks. After use, please rinse all items to be free of any food/drink residue, and place them back in the appropriate racks with all of the glassware facing down. If dishes are not rinsed, you will be charged a cleaning fee totaling 50% of the rental rate. Any dishes not organized and placed in the appropriate racks will be charged a labor fee totaling 50% of the rental rate.

16 All flatware will be delivered in packages of 10 along with containers. After use, please rinse all flatware and place them in the containers, separated by flatware type. Any flatware not rinsed or separated in the containers will be charged a fee of 50% of the rental rate.

Seating & Tables

17 All seating and tables will be delivered in stacks, and all folding chairs will be delivered on pallets. Unless your rental includes setup and breakdown services, all chairs should be stacked back on the pallets in the same fashion and same location that they were delivered. Any tables or chairs that are not stacked or left for us to pick up in the same location will be charged an additional labor fee.

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Lighting

18 All string light pricing includes us setting up your lights. Please make sure that there is a sufficient power source that is no more than 100 feet from where we will be setting up your lights. If you are unsure if there is a sufficient power source, then please contact our office before your event. If it is at a venue, we may already know what will and won't work. If not, we also offer generator rentals as well. We are not responsible for the power source, unless one of our generators are being used.

19 Standard string lighting pricing includes us being able to attach our lights to exposed beams, trees, etc. If the attachment points are not strong enough for us to attach to, we do offer temporary poles for an additional charge. We need to be notified before your event if this is the case, so that we can come to your event with the proper equipment. If your agreement already includes temporary poles, this will be listed as a separate line item on your rental agreement.

Dance Floors

20 All dance floors include us setting up your floor. Dance floors are to be setup on a solid surface such as concrete, tile, or carpet. If we need to set your floor up on grass or dirt, then we will need to install subflooring first. If we have already included subflooring, it will be listed as a separate line item on your rental agreement. Even with subflooring, your floor will only be as level and even as the ground underneath it. If the ground is very uneven, then please contact us before your event for other options. It may be necessary for us to install multiple layers of subfloor first, to even out the ground as much as possible. There will be additional charges for these services.

After Hours Emergencies

We have someone on call 24 hours a day, 7 days a week in case of emergencies. For after hours service, please call our office line at 904-576-4098. On the office voicemail, we always leave the name and cell phone number of whomever is on call that day. Please just dial the given phone number and leave a voicemail if no one answers. Someone will call you back within 30 minutes.