

# RENTAL POLICIES

## 1. Delivery and Pick up:

Charges are based on zip code, type, and size of delivery.

Deliveries and pickups that are requested on Saturdays or Sundays, or after regular business hours, are subject to elevated delivery rates. Extra charges will apply if customer requests additional items to be delivered after original delivery is made. Delivery schedule is determined by HPR. HPR cannot guarantee specific delivery or pick up times BUT will provide a block of time if requested 12-24 hours prior to delivery date.

## 2. Assurance of Rentals:

A 50% NON-REFUNDABLE reservation deposit and a current credit card/debit card number are required to make a reservation.

## 3. Finalizing Rentals:

Final counts and quantities are due 5 days prior to delivery date.

Only additions (if available) are accepted 24 hours prior to delivery date.

Tent accessories such as walls and heaters can be added or removed from contract BUT the customer must notify HPR 36 hours prior to delivery date.

## 4. Balances Due:

Final payments are due 5 days prior to delivery date.

HPR accepts cash, Visa, MasterCard, and Discovery.

## 5. Customer Responsibility:

All tables and chairs rented must be broken down and left as they were received, unless other arrangements were made prior to delivery. Table and chair set up and breakdown is available at additional costs.

All food items must be returned cleaned (rinsed). There will be additional charges for food/liquid left on plates, glassware, flatware and linens.

Linens do not need to be cleaned BUT should be free of stains/food and dry at time of pick up.

## 6. Damage Waiver:

HPR offers an optional 10% damage waiver.

Acceptance of the damage waiver holds HPR responsible for the risk of damage to equipment, assuming that the customer takes reasonable precautions to protect the rented equipment.

The damage waiver does not cover the following:

- a. Loss by vandalism, malicious mischief and theft.
- b. Loss, damage or theft of accessory equipment.
- c. Damages caused by a third party not associated or related to the renter.
- d. Customer should understand that the damage waiver is not insurance.

## 7. Inspection:

The customer is personally responsible for the inspection of HPR equipment before accepting any rental agreement. The customer should inspect for suitability, good condition and proper use. It is the customer's obligation to notify HPR of any defects prior to use of equipment.

## 8. Replacement of Malfunctioning Equipment:

If equipment becomes unsafe or in disrepair, customer agrees to discontinue use and notify HPR IMMEDIATELY. HPR agrees to replace the equipment with similar equipment in good working order (if

available). HPR is not responsible for malfunctioning equipment not reported in a timely manner (i.e. the day after event). HPR is not responsible for any incidental or consequential damages caused by the customer.

**\*\*Prices are subject to change upon site inspection**