

Creative Tent Event,LLC Rental Policies

We look forward to supplying your special event. Since the time leading up to the occasion can be hectic, please read the following policy points. This will help you avoid any issues that may arise due to misunderstanding. The more information you and we have, the better and more smoothly your event will proceed.

* **The 50% advance payment for reservation is non-refundable.** If you cancel an order or any items on a reservation, you are responsible for half the rental price of the item(s). If you refuse items upon delivery, you are responsible for the full amount of the requested item.

* **Please check the date on the quote to be sure it is correct.** You must initial next to the "date box" to confirm they are correct. Also, please be specific with delivery and pick-up request so we may accommodate you the best we can.

* **Delivery prices** are not included in the price of the rental items. Delivery prices vary, depending on the distance traveled. There is a purchase minimum of \$100 before we can deliver. If the items requested are less than \$100, clients are more than welcome to come by Creative Tents and pick them up.

* **Sunday, early morning or late night deliveries & pick-ups** may have an additional overtime labor charge. Regular delivery times are 9am to 4pm Monday thru Friday.

* **Deliveries are "dock to dock".** High rise building or long set up distances are an additional labor charge. This must be clarified prior to delivery.

* **The renter is responsible for all rented equipment.** Be sure the equipment is protected from the weather and is secure.

* **If the items are being delivered to a public park or event facility,** the renter must provide Creative Tents,LLC the written policies and procedures of the venue. This includes permitting, insurance requirements, parking, loading, power source and whether tents and moonwalks can be staked into the ground.

* **IMPORTANT!!! Customer pick up items require a valid GA drivers license. If someone other than the person's name on the reservation picks up, we must also have the GA drivers license of the person who is on the reservation.**

* **Customer pick-up-** Creative Tents employee will load the customer's vehicle. However, it is the renter's responsibility to ensure that the item(s) are secured for transit.

* **All balances paid** by credit card must be paid in full 4-business days prior to your event date. All balances paid by check must be paid in full 7-business days prior to your event date. **NO EXCEPTIONS**

* **Any and all changes or cancellations** of any invoice(s) or event(s) must be sent by email to info@creativetentevent.com 48-hours prior to your event date.

I acknowledge that I have read these policies. Signed: _____

Date: _____ Print: _____