



## EQUIPMENT PROTECTION PROGRAM

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The Equipment Protection Program is referred to interchangeably as Damage Waiver on all Reservations, Contracts and Forms.

The Equipment Protection Program is meant to cut down on the hassles and annoyances of having to deal with routine damage issues that would normally be addressed after the event is over. This does not cover loss caused by CUSTOMER NEGLIGENCE, MISUSE, THEFT, OR VANDALISM. After thorough review and suggestions from our customers, we have changed our Equipment Protection Program to be more advantageous and cost effective for our customers.

With a program like this the industry standard dictates a flat percentage be assessed to all rental items on the contract. We have elected to weight the charges differently based on our experience for the tendency of damage and the cost of repairs.

### WHAT IS COVERED

**BREAKAGE:** All Equipment returned broken will be covered.

**LINENS:** Stains and tears will be covered with the return of the linens. ( EXCEPTIONS: Stains caused by wax and mildew, obvious abuse )

**DISH/GLASS:** With the return of broken items.

**TENTS:** All physical damage to tents due to hail, rain, snow, and windstorm, etc. will be covered (excluding customer installed tents.)

### WHAT IS NOT COVERED

Shortages

Abuse

Water damage from neglect. Items left out in the rain or in sprinklers.

Neglect to take reasonable precautions to protect our property.

Mysterious disappearances, theft, or other dishonest act on the part of any party with whom the equipment is entrusted to.

Stains due to using colored material on tents, chairs, dance floor, and linens.

Wax on linens, and excessive soiling of linens that does not constitute normal use; burn holes caused by neglect.

### EXAMPLES

The following are examples of items that would be covered by our Equipment Protection Program:

1. A broken plate or glass where the pieces are returned. (Average Dinner Plate replacement cost is \$8.25)
2. A plate that is chipped.
3. Linen with a food stain that will not come out. (Average 90" Round linen replacement costs is \$28.00)
4. A tent that Special Occasions installs and is damaged by weather.
5. A chair that is damaged when subject to normal usage. (Average Chair replacement cost is \$20.50)
6. A concession machine where the motor breaks

The following are examples of items that would not be covered by our Equipment Protection Program:

1. Any missing or lost items including dishes and glasses not returned.
2. Any items that fall out of your vehicle during transport and are damaged.
3. Fireworks, candles, or cigarette burn holes on linens.
4. Any tent damaged by vandalism.
5. A housing or door to a machine that was broken due to improper handling and transportation

### ACCEPT OR DECLINE

**Special Occasions' Equipment Protection Program is a variable percentage of the RENTAL order. Depending on the category of the items rented, it is either 3, 6, or 9% of the rental rate.**

**Please Accept or Decline the Equipment Protection Program below. Once the Rental contract has been sent out you may not add or remove the Equipment Protection Program from this order. You may however resubmit this form for future orders to update your preference.**

I ACCEPT

I DECLINE

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_