



1435 NW 9TH STREET CORVALLIS, OR 97330
TEL (541) 752-7255 ONESTOPPARTYSHOP.NET FAX (541) 758-0079

RENTAL POLICIES

RESERVATIONS:

Rental equipment is considered reserved in your name, for your event only upon receipt of a signed contract for accounts receivable customers or once required reservation fees (25%-50% depending on items reserved) have been paid by cash customers. Special order items may require full prepayment in advance of *Special Occasions* ordering the items requested. All inquiries and quotes are not considered reservations until reservation fees and/or signed contracts have been received and confirmed by *Special Occasions*.

RESERVATION FEES:

Special Occasions requires non-refundable reservation fees in order to secure equipment for customers on the dates required. The reservation fees are 25% of the contract rate for each item except for tents, stages and dance floors. Due to limited quantities and high demands, tents, stages and dance floors require a 50% non-refundable deposit. We ask that you confirm your numbers thirty (30) days prior to your event date or delivery date, whichever is earlier. Any reductions or cancellations made within seven (7) days of your delivery or event date, whichever is earliest, will be fully charged.

INCREASES & LAST MINUTE ADDITIONS:

We will make every effort possible to accommodate your last minute needs. We will add to your order as long as the inventory is available. Please try to add as far in advance as possible so that items can be pulled with your order and counts double checked to eliminate unnecessary trips. If your order is being delivered, additions within three (3) days of your scheduled delivery date, may require additional trips and therefore additional charges due to loading and routing constraints.

OVERDUE EQUIPMENT:

Equipment that is not returned by the customer or available for pickup by *Special Occasions* on the agreed upon return date will be charged out at the daily rate of the items for each calendar day past due. After two (2) weeks, any equipment still not returned will be charged off at the replacement cost plus one (1) week of rental rate. Extra trips to pickup, or attempt to pickup, the equipment will result in additional charges for pickup.

DELIVERY & PICKUP:

Special Occasions does offer a delivery and pickup service for all items that we rent or sell. The minimum charge for delivery or pickup is twenty five dollars (\$25.⁰⁰) and is quoted on a per contract basis depending on location, distance, load size and labor required. Standard delivery includes unloading placing our items on a level surface less than 35 feet from the rear of our truck. If your deliver requires additional measures (long hauls, elevators, stairs, uneven terrain, or other special circumstances) we must be notified in advance so that we can plan and staff your delivery appropriately. The area where we are to deliver should be cleared in advance as we are unable to move customer property. Standby time will be assessed for a delivery area that is not ready upon arrival will be charged at \$35 per man, per hour.

It is the customers responsibility to verify all equipment count upon delivery and either notify the delivery staff or *Special Occasions* immediately so that any discrepancies can be remedied immediately. Notification of short counts, missing, or broken items after the event will be the responsibility of the customer.

All equipment shall be taken down and stacked as the delivery crew left it in preparation for pickup unless otherwise arranged. Additional fees will be incurred for items not ready for pickup. If the weather has changed since delivery, please shelter and protect our equipment.

SETUP & TAKEDOWN:

Setup and Takedown are available for an additional fee. This fee can be quoted upon reservation of the rental equipment and requires a drawing or plan for how to setup this up so we can accurately estimate the time and labor required. Once equipment has been setup in the manner as instructed, moving this equipment or re-setting it will be subject to additional fees. Setup or Takedown not arranged for in advance will result in additional fees.

LINEN:

All linens are pressed and ready for your table. Please notify us immediately if you find any flaws with your linens so a solution can be found. Upon return please ensure that all food debris has been shaken out, there is no wax or burn holes on the linen and put them in the linen bag provided when they are 100% dry. Mildew is one of the few things that will ruin a linen. Please ensure your linen is dry before placing them in a bag. Replacement cost will be charged for any missing or damaged linen.

TABLEWARE & SERVINGWARE:

All of your tableware & servingware will arrive sanitized and table ready. Please rinse and scrape all food related items and return them in the packaging that they arrived in. All food related items must be returned food particle free to avoid cleaning fees. Replacement cost will be charged for missing, broken, or chipped items.

TABLES, CHAIRS, WOODEN ITEMS & TENTS:

All items are subject to additional wear when exposed to inclement weather. Wood will warp over time if allowed to get wet, please take the necessary precautions to protect these products. Please do not staple, nail, glue, or tack any items into our rental products. Any other decorations must be removed prior to return or our pickup.

BBQ'S & COOKING EQUIPMENT:

All grills must be cleaned and cool to the touch prior to our pickup. All coals from charcoal BBQ's must be properly disposed of and are the responsibility of the customer. All food and grease must be cleaned off of the grills before return to avoid cleaning charges.