



SPECIAL EVENTS TERMS & CONDITIONS

To confirm this rental order, return a signed copy of this agreement to Creative Solutions.

Reserving Equipment and Deposit

A 50% **non-refundable deposit** is required to hold all rental equipment. Inventory will not be held until deposit is received. The balance is due in full fourteen days prior to the scheduled delivery date. The client authorizes the credit card on file to **automatically** be charged the remaining invoice balance fourteen days prior to the event delivery date, unless other arrangements are made in writing, in advance.

A credit card number is required upon receipt of the deposit for the event and for billing for any damaged or missing items.

Final Payment & Changes

Final counts of rental items are due fourteen days prior to deliver date. Changes to any rental order, prior to fourteen days before the event, can be made at no additional charge. Changes to any rental within fourteen days of the event delivery date will result in additional charges. Within the fourteen day period, the client may reduce the amount of equipment at no charge (with no refund).

The client may also increase the amount of equipment (if inventory is available) within the fourteen day period, but additional charges will apply. Once sub- rentals have been confirmed and/or shipped, quantities cannot be changed.

Cancellation

In the event the client **cancels** a rental order, 25% of monies paid to Creative Solutions are refundable up to, but not after, fourteen days prior to the scheduled delivery date of the event. The client forfeits all monies paid to Creative Solutions if event is cancelled within fourteen days of the event.

Setup

Table and chair rental **includes** set up and breakdown of rented items only. In the event that a client only reserve linens, Creative Solutions will not be responsible for the linen placement.

Site Preparation

Please be sure your site is ready before Creative Solutions arrives for setup.

Client will inform Creative Solutions of any underground utilities or conditions that may interfere with the ability to stake and/or anchor equipment. All underground utilities and irrigation systems must be clearly marked before the equipment can be installed. Client assumes all responsibility for any damage to underground equipment in the absence of such notice.

Building and fire permits are required for **tents**, and the client is responsible for obtaining all permits and/or licenses from the appropriate government agencies. A rain plan that includes tents requires a 50% deposit to secure, and the final decision about the tent must be made fourteen days prior to the event. If tent is not needed for the event, Creative Solutions will refund 25% of the tent deposit.



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All orders must be returned or be ready for pick-up no later than the day following the event, unless otherwise stated. Late returns or additional pick-ups will result in additional day rental charges or delivery/pick-up fees.

Responsibility for equipment remains with the client from the time of delivery to the time of pickup. The client is responsible for any missing or damaged/broken items.

Additional charges may apply if:

- The site is not ready or accessible when the crew arrives.
- The rented equipment is not ready for prearranged pickup.
- Delivery or pickup is to or from any location other than ground level.
- Client requires deliveries or pickups before or after normal business hours (8am-4pm EST Monday - Friday).
- Changes to any rental within fourteen days of the event deliver

Weather

Tents are non-permanent structures that will only provide limited protection from weather conditions. Storms involving strong winds and lightning can cause damage to tents and in some cases, even blow them over. It is always best to evacuate the tent in the case of severe weather. The client understands that it is the client's responsibility to be aware of the weather conditions and to exercise their judgment in regards to evacuation of the tent. The emergency number is available, if there is a need for assistance.

Client agrees that in the event of a predicted or actual storm, Creative Solutions may dismantle any equipment that has been previously installed to ensure the safety of others. Inclement weather may delay or prevent Creative Solutions from installing equipment.

Linens - Usage and Care

The client is responsible for any missing linens or damages to linens due to tears, burns, mildew, or candle wax. Note that wet or damp linens will mildew. Also note that hot wax can severely damage linens, so be sure that candles are extinguished and wax has solidified before they are removed. Linens should be shaken out, food and particle free. If items are burned, stained or otherwise damaged (that would prevent future rentals) will incur a replacement fee.

Loss or Damage

The client is responsible for any missing or damaged/broken items. All items should be accounted for and in the same location where delivered. Items not meeting these conditions are subject to additional fees.

Emergency Services

Creative Solutions provides after hour **emergency services** to our clients to handle any problems that may arise outside of normal business hours (8am-4pm EST Monday-Friday). Additional charges apply for this service. Please call 704.825.8701, and follow the instructions to receive emergency services.

This is a contractual agreement between the client and Creative Solutions.

This order will not be reserved or delivered until Creative Solutions has received a signed copy of the rental order, the signed agreement, and valid credit card information.



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Disclaimer of Warranties

Renter makes no warranties, expressed or implied, as to the equipment's merchantability or fitness for any particular purpose. Renter's sole remedy for any failure of or defect in the equipment shall be the termination of the rental charges at the time of failure, provided the rental equipment is returned to the Renter within 24 hours after such failure. Renter shall not be responsible for any loss, damage, or injury to Client or Client's property, including incidental, special or consequential damages, in any way connected with the operation, use, defect in or failure of the equipment. Be sure all equipment is returned according to these Terms and Conditions. The Client is solely responsible for any additional charges incurred as a result of failure to meet these conditions. All collection fees, attorney fees, court costs, or any expense involved in the collection of rental charges will be Client's responsibility.

I have read and agree to these Terms and Conditions, and by my signature below, I am the Client under this agreement. By signing below, I am authorizing Creative Solutions to process charges on my credit card(s) and/or debit card(s) for advance deposits, incremental authorizations/deposits, charges for damaged/missing items, and for charges incurred, as well as payments refused, by a third party to whom billing was directed.

Name (Printed):

Date:

Name (Signed):

Date:

Event Date and Location:

Received By Creative Solutions:

Date: