

5 Star Event Rentals - Policy Agreement

RESERVATIONS

- Reservations for your event should be made in advance to ensure equipment availability and to allow time for your order to be packed for delivery.
- A 50% reservation deposit will be required at the time of reservation to hold items.
- Deposit is non-refundable 7 days after booking.

SECURITY DEPOSIT

- A security deposit is required before rented merchandise is delivered.
- The security deposit less any damages or associated charges will be refunded when merchandise is returned to 5 Star Event Rentals.
- A credit card imprint will be taken as security for all orders.
- All broken, burned, damaged, or lost items are charged in addition to rental charges.

FINAL PAYMENT

- The security deposit and all fees for services and rentals are due 30 days in advance of delivery.
- Delivery is defined as acceptance of rented merchandise at our store or acceptance of merchandise delivered by 5 Star Event Rentals to your event site.
- NO CREDIT will be given for unused equipment. You are paying for TIME OUT, not time used.

DELIVERY TO EVENT SITE

- The local delivery fee is \$50.00. Local delivery area includes zip codes 81501-81526. (For delivery outside the local area, please contact our store for rates.)
- All deliveries are made to the first floor, to your door or dock. Additional charges may apply to deliveries other than the first floor.
- Chairs and tables will be delivered stacked. If setup or takedown is desired, an additional charge of \$30.00 per man-hour with a one (1) hour minimum will apply.
- No equipment may be taken apart or moved to another address unless specific consent has been obtained from 5 Star Event Rentals.
- Our items count must be accepted unless we are notified of any discrepancy immediately upon delivery.
- Milage fee \$0.45 out of city limits - each way.

PICKUP AND RETURN

- Chairs and tables must be stacked for pickup unless prior arrangements have been made for 5 Star Event Rentals to do so. Normal labor rates will apply.
- If equipment is unavailable for pickup at agreed time, customer agrees to pay additional charges accruing at the beginning of the next rental period.
- Sunday, Holiday, or after hours pickups are available. An additional charge may apply, and arrangements must be made prior to delivery.
- For sanitary reasons, all china, glassware, flatware and food service items must be RINSED, FOOD-FREE and RE-PACKED in the same containers as delivered. A charge will be assessed for all boxes and crates which are not returned. A cleaning fee will be charged if items are not rinsed.
- All breakage, loss, and cleaning fees will be in addition to accrued rent.
- China, Glassware and related items will be considered broken if returned chipped. If you discover a chipped or broken item upon delivery, please notify us immediately.

**PO. Box 4461 Grand Junction, Colorado 81502
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