

SPECIAL EVENTS RENTAL POLICY

TO OUR CUSTOMERS

Thank you for considering American Rent All for your next party or special event. Our goal is to provide you with top quality equipment and professional service. We accept Visa, Master Card, American Express, Discover, and personal check with ID; cash accepted on most items.

A county permit may be required for tent installation. It is the customer's responsibility to arrange the proper permits. If setup requires ground intrusion, call Miss Utility (Phone # 811) 7 days prior to event to avoid damaging utility lines. Large tent rentals may require site inspection prior to reservation. Inspections will be done at the convenience of American Rent All.

We encourage you to confer with one of our staff to help you plan the details of your event, and to select the items which will best meet your needs.

RESERVATION POLICY

We require a deposit in the amount of 25% of the total order to secure reservation, balance due upon receipt of rented items. This guarantees the items reserved are held exclusively for your event. The 25% deposit is non-refundable in the event of a cancellation. Changes to a reservation may be made at anytime up to 10 days prior to delivery or pickup based upon product availability. This allows us time to prepare orders and have them ready for delivery and pickup.

- **DAMAGE WAIVER:**
A 10% damage waiver fee, in addition to the rental fee, is added to certain items such as: China, Glassware, Linens, and Candelabra Globes, etc. This fee covers any accidental damages to these items.
- **LINENS:**
Linen tablecloths are provided on hangers for your convenience. (Please return hangers with linens, thank you). Linens are to be shaken out and dry prior to returning. Please do not launder any linen as this may set in stains that occur. Your rental fee includes us taking care of the laundry.
- **CHINA, SILVERWARE, AND GLASSWARE:**
China, silverware, and glassware will be provided in their own crates and are table ready. These items are to be rinsed free of food and repacked in their containers. A cleaning charge will apply to all items returned not free of food.
- **TABLES AND CHAIRS:**
Tables and chairs will be stacked upon delivery, and must be stacked for pick-up. Set-up and tear-down of tables and chairs is available for an additional fee and must be arranged in advance.
- **DELIVERY AND PICKUP:**
We can provide delivery and pickup services for your order for an additional fee. The fee is based upon the size of the order and the distance from the store. Delivery is to the ground floor and within a reasonable distance from the truck. Setup and take down are not included in the delivery fee. For orders that require setup and take down or other than ground floor delivery, please arrange this in advance for scheduling purposes. Additional fees will apply for items that are not taken down and ready for pickup. Customers are responsible to secure rental items in a dry, safe location until pickup.

- CUSTOMER PICKUP:
Customers wishing to pick up their order may only do so with an appropriate, clean form of transportation. American Rent All staff will be glad to assist with loading and unloading, however, customers are responsible for securing the load. Items are clean and wrapped upon pickup. American Rent All is not responsible for rental items that are soiled after loading.
- RENTAL RATES:
Weekday rental terms for Special Event items are Pickup Tuesday and Return on Thursday
Weekend rental terms for Special Event items are Pickup Friday and Return on Monday

For full details and conditions, refer to our Rental Contract.

AMERICAN RENT ALL
219 N. Mechanic St., Cumberland, MD 21502
301-777-5000

www.american-rent-all.com

Rental rates are subject to change without notice.

Rental charges do not include sales tax.