



RENTAL POLICY AND PROCEDURES

Below is a summary of our Terms and Policies on rental equipment and supplies. If you have any questions, please contact us for details.

RESERVATIONS

Reservations for rental items can be placed by email, on our website, by telephone and at the Event Rental Center Showroom. Our Staff can easily assist you with your quote and completing your reservation. Quotes do not guarantee availability of rental equipment. A reservation should be made well in advance of event or party to ensure availability of rental items or special order requests. When making a reservation, a non-refundable payment of 50% of the quote is due. Please note the following information needed to complete your final reservation:

- Your deposit and balance may be paid with a major credit card, check or cash or as a combination. Final payment is due one week prior to delivery or pickup of rental items.
- A driver license and a major credit card, (American Express, Visa, Master Card or Discover) will be necessary to act as security on the Credit Card Authorization Form. This form is placed on file with receipt of the initial deposit to cover all incidentals and rentals added to the order after the reservation and until the event's completion.
- Payment toward any damages not covered under the DAMAGE WAIVER may also be charged to credit card on file.
- A Rental Contract must be read and signed. This contract outlines the liability and responsibility of Blue Rents and the client.

BLUE RENTS DELIVERY, PICKUP, INSTALLATION AND BREAKDOWN SERVICES

- Delivery and Pickup Service is available 24 hours a day, 7 days a week, on most orders and at an additional fee. Rental rates do not include Setup and Breakdown labor charges. All fees are based on tailgate delivery per truck and charged by geographic location. Additional delivery charges may occur with rental orders requiring more than one delivery and/ or truck. Delivery and pick-up times and dates can be subject to change without notice and are not guaranteed.
- Responsibility for equipment remains with the client from the time of delivery to the time of pick up. If client is not available upon delivery, it is assumed that the items were delivered correctly and therefore client is accepting full responsibility for all rental items.
- Our delivery crews are instructed to neatly stack all items in a mutually convenient place on delivery. Tables and chairs should be broken down, stacked and ready for pickup. All items to be assembled in a single location where originally delivered. Items not meeting these conditions are subject to additional fees.

- Setup and breakdown by the Blue Rents Crew is available at an additional fee and should be arranged in advance. Please contact our Event Coordinators at the Blue Rents Event Center for information on this service. Arrangements need to be scheduled and applied to your rental bill prior to Blue Rents Delivery and Pickup.

CLEANING AND RETURN OF CHINA, GLASSWARE AND FLATWARE BY CUSTOMER

- Your Rental items such as china, glassware, and flatware are packed in particular containers and covered with plastic to insure that you receive your items sanitized and table-ready.
- All Rentals items; china, glassware and flatware, and other food service items, must be rinsed or scraped free of debris and re-packed in their original containers prior to pick up or return. Additional fees may be incurred for cleaning of debris or re-packing containers and crates upon pickup.

LINEN RETURN BY CUSTOMER

- Return all linens dry, free of waste and in mesh bag provided upon delivery or pickup of your linens.
- Do not roll up or place wet linens in any plastic bag. Please keep linens dry.
- Damage such as mildew, burns, melted candle wax or tears will be billed to the client on the credit card on file for the cost of the linen.
- The Damage Waiver does not cover damages or loss to Linen rentals.

CUSTOMER PICKUP FROM BLUE RENTS

Blue Rents has a Customer Pick up Area and its staff will load and unload your items for you. We also offer Express Pickup for all Prepaid Rentals, please notify the Event Center to let them know when they can expect you for your Express Pickup. Customer Pickups are available Monday through Saturday from 7:00 am-5 pm. Please make sure that you understand when your Rentals are due back as not to incur any additional late fees. We are closed on Sunday.

- All Customer Pick Ups are to be arranged with our Event Center staff. Please call our Event Center staff to assist you in determine the size and type of vehicle necessary for your Rentals.
- Load Slips are obtained in the Event Center and you will be directed to the Customer Pickup Area, where your vehicle will be loaded.
- When returning your Rentals, please return them to the Customer Pickup Area and our staff will unload your items. A Rental Return Slip will be issued and needs to be brought to the Event Center to close out your Rental Return.

CLIENTS RESPONSIBILITY OF RENTALS

Responsibility for the rented items remains with the customer from the time of possession to the time of return or pickup. Client assumes responsibly for proper care of all rental items and agrees to pay for damages or loss of the goods, regardless of the cause, except reasonable wear and tear. Additional fees will be charged to the confirmed credit card on file with Blue Rents for damages and loss not covered by the Damage Waiver and any late rental fees.

DAMAGE WAIVER

THE DAMAGE WAIVER IS NOT INSURANCE OR IS IT A WARRANTY. Blue Rents charges a fee of 10% to all rental orders to cover any in advert damages to any rental item excluding linen rentals. The Client may decline the Damage Waiver fee by making a cash deposit equal to the full value of the equipment. Blue Rents may waive the Damage Waiver fee for approved Charge Account Customers if adequate proof of insurance is provided to show coverage of damage or loss to any rental equipment received by that customer. Damage incurred to rental equipment due to negligent actions require a full replacement cost of the damaged item. The Damage Waiver does not cover theft or vandalism.

INDEMNIFICATION & DEFENSE

Indemnity Agreement: Amusement items (such as inflatables) are inherently dangerous and should be used with great care. You agree to assume all risks inherent in the use of the rented items by you and all others. You agree to assume the entire responsibility for the defense of, and to pay, indemnity, and hold us harmless from any and all claims for damage to property or bodily injury (including death), resulting from the use, operation or possession of the rented items, whether or not it be claimed or found that such damage or injury resulted in whole or in part from our negligence, from the defective condition of the rented equipment, or from any cause.

Hold Harmless: You agree to assume the risk of, and indemnify and hold us harmless from and against any and all claims, demands, actions, lawsuits and proceedings of every kind, including costs, expenses, and attorneys' fees for personal injury or property damage caused by, connected with, or resulting from: (a) the delivery, loading, unloading, erection, installation, dismantling and use of the rented tents and related items ("Tent"); (b) contact with underground wires, pipes, cables, or other obstructions; (c) necessary surface repairs; (d) fire, rain, hail, sleet, snow, high winds, hurricanes, tornadoes, floods or other disturbances of nature and other Acts of God causing tent failure; falling objects and aircrafts; vehicle collision; and smoke, nuclear radiation or radioactive contamination; (e) damage and/or cleaning expenses to tent due to cooking processes under or near tents.

TENT RENTAL POLICY

Client agrees to release Blue Rents Inc. of liability caused by damage to any property during tent installation and/or strike. Damages to property include, but not limited to, water lines, gas lines, irrigation lines, grass, shrubs, flowers, scratches or cracks on the installed surface.

- Water barrel installation is offered but is not a preferred form of securing a tent. Blue Rents has the right to deny this type of tent installation.
- Asphalt installation is a routine operation requiring that we drive iron stakes approximately 3 feet through the surface. Blue Rents will fill any holes with asphalt.
- When a tent is installed on a concrete surface, stakes cannot be used. In accordance with tent manufacturer's guidelines, holes must be drilled through the concrete and anchor eye-bolts affixed.
- No tents are guaranteed to be absolutely waterproof, and are to be considered temporary shade structures.
- Client assumes all weather related risks involved in holding an outdoor tented event. Blue Rents will endeavor to minimize said risk, however, should the tenting become unusable

due to high wind, snow, and rain, flooding, extreme cold or heat, or any other factor beyond Blue Rents' control, Client shall still be liable for payment in full.

- Tents are temporary structures designed to handle most normal weather conditions; however, there may be situations that become unsafe such as high winds or lightning. Evacuation of tents is recommended in these or other unsafe conditions.
- Client agrees that in the event of a predicted or actual storm or excessive winds, Blue Rents may dismantle any equipment that has been previously installed to ensure safety of all involved.
- Client agrees to have the chosen tent site to be free and clear of all obstacles, natural and manmade, prior to the arrival of Blue Rents' tent installation crew.
- Client also agrees to have all tents clear and free of obstacles, décor, furniture, etc. prior to the arrival of Blue Rents' tent striking crew. Failure to have tent site ready for strike may result in delayed pick-up and/ or additional labor charges.
- Some jurisdictions require city or county permits to erect a tent. The Client accepts the responsibility of obtaining a Tent permit, if necessary, at their expense. The Event Coordinators at Blue Rents can assist in obtaining a permit at client's expense. Please contact an Event Coordinator for assistance on how to obtain a permit.

BLUE RENTS RAIN PLAN FOR YOUR RESERVED EVENT:

- Once you have met with one of our Event Coordinators and placed a reservation for your rentals and have a Rental contract on file for your Event, we can reserve a tent at no additional cost to you as a Rain Plan.
- Any Wedding Grade Tents or Specialty Tents will require a 50% non-refundable deposit.
- In order to ensure that a crew is available for your Rain Plan Tent setup, Blue Rents requires a 72 hour notice prior to your event. Tent Rental Fees can be billed to your credit card on file with Blue Rents or paid by check or cash.

BLUE RENTS CANCELLATION POLICY

Any cancellations of your event or postponement will result in the loss of your initial 50% deposit. Cancellations occurring within 7 DAYS prior to the scheduled delivery date and time may incur the full Rental amount. For your continued business, we will honor your 50% cancelled event deposit toward Another event or wedding and will keep on file for up to 1 year.

BLUE RENTS CHANGE POLICY

Please stay in communication with your event coordinator nearing your event as to let Blue Rents assist In all last minute rentals or needs to ensure a successful event. Blue Rents requires two weeks prior to your event to change any quantity amounts needed for your event. Typically, only stocked rental items can accommodate last minute changes to your reservation. Additional specialty items that have to be ordered or sub-rented for your event requires a non-refundable deposit to reserve and will be added to your final bill.