

## **RENTAL POLICIES AND PROCEDURES**

### **MAKING RESERVATIONS -**

To make a reservation we require your contact information, a valid credit card number on file, a non-refundable deposit and a signature on your rental contract. The deposit is equal to 50% of your order total and is applied towards your final balance. Your order will not be considered "RESERVED" until a deposit and signed contract are received.

### **PAYMENTS -**

Payments can be made in any of the following ways: credit card, cash or personalized check with ID (checks and credit cards must have three weeks to clear before items can be picked up). We take payments in person, over the phone, or by mail. You may pay the final balance on your account at any point before your event, but we must receive payment in full before the items can be delivered or picked-up. Payment by credit card or check has to be received three weeks prior to event.

### **CHANGES AND CANCELLATIONS -**

The day you "RESERVE" your order the items are considered out of our inventory for your date and thus made unavailable to other potential customers. This ensures you will have all the items you need on the date you require.

All reductions or cancellations made within 14 days will be subject to a cancellation fee.

Any increases in your numbers must be made prior to your pick-up or delivery and are subject to item availability. These items will be billed separately. You may make changes by phone, email or in person.

### **CANCELLATION POLICY -**

Reductions in quantity must be made a minimum of 14 days prior to your event to avoid penalty. Reductions in quantity made within 14 days of your event are subject to a penalty of 50% of the total rental rate of the cancelled items. Any items cancelled within one week of the event will be charged at full rental rates.

### **RENTAL PERIOD -**

The rental rate is based on pickup anytime after 9:00 am the day prior to the event, with return of rental items the day following the event no later than 3:00 pm as indicated on your contract. This is considered a 24 hour rental. Should you need the items longer please contact us and ask about our discount multi-day rates.

### **PICKING-UP YOUR RENTAL -**

Unless special arrangements have been made prior to your pick-up, you may pick-up your rental anytime after 9:00 am on the day before your event, and may return no later than 3:00 pm the day after your event as specified on your rental contract. Either you or someone else can pick up your order. If another person will be picking up they will need to know what name your order is booked under and settle any remaining balance owing on the account. If you require your rental earlier than 9:00 am on the day before your

event, you may contact Willa's Cottage to see if it will be ready earlier. You are responsible for any and all damage that may occur during transportation to and from your event site.

#### DELIVERY & PICK-UP

Delivery rates are based on drop off to a point immediately accessible to our truck, usually a driveway, garage or yard. All deliveries require the signature of responsible party for equipment to be left. Should you require delivery beyond our truck tailgate or set-up and take down of items, please request a quote prior to your event.

Delivery times are set on the week of delivery. You will be given a morning or afternoon delivery time. Morning delivery means the items will be delivered between 8 am to 12pm. Afternoon delivery means between 12 pm and the last delivery of the day. Our trucks will deliver until their schedule is complete. Should you have special delivery requests, please contact us and we will do our best to accommodate your needs. As there are many deliveries in a day it is not always possible to give exact delivery times, but our driver can call you 30 minutes before arrival.

#### SET-UP

We will assist in setting up tents. We are available to set-up chairs, tables, and other items for an additional set-up and tear-down fee. We do not offer set-up of table settings, linens or other general decoration items. Delivery is an additional fee as rates will vary on items and location.

#### OUT OF TOWN EVENTS -

We do rent for out-of-town events. You can pick the items up yourself or we can deliver. Should you require delivery please contact us for delivery rate. Multi-day rates may apply if items are required for more than 24 hours in advance of your event. You are responsible for any and all damage that may occur during transportation to and from your event site.

#### COMPLETE ORDER -

We do our best to make sure your order is complete. If you discover any missing or damaged items upon receipt, please contact us immediately so that we can make a note on your account and make arrangements to replace the items if desired. If it is after store hours please leave a message. We will contact you as soon as possible. Many factors can contribute to items being lost or damaged during an event. We cannot accept disputes after an event is over.

#### RETURNS -

If you will not be the one present at pick-up or return. Willa's Cottage will require the name and contact information of the person who will be responsible for your rental. It is best to appoint one trustworthy person to be in charge of the return.

#### LINENS -

Will need light ironing upon receipt. Must be dry upon return to prevent mildew, free of wax, food, debris and placed in nylon bags provided. Do not place damp linens in plastic bags.

#### SERVING/CUTLERY/GLASSES

Must be scraped, rinsed free of any food or liquid. All items should be placed back into the containers they arrived in.

ALL ORDERS are counted when returned to our warehouse. If you are not willing or able to wait for your order to be counted by Willa's Cottage staff upon return, then we will not accept any disputes over missing or damaged items. As we take in many orders in a day, there may be a slight wait as returns are counted on a first come, first serve basis.

DELIVERED RENTAL ITEMS need to be returned to their point of delivery. China, glassware and flatware should be dishwasher ready and placed back in their supplied containers. ALL original containers and boxes must be returned. Table and chairs should be folded and stacked neatly. Linens should be placed in nylon bags provided. If your order is not ready for pick-up when Willa's Cottage driver arrives, we will return at our discretion for an additional one-way pick-up charge. To avoid additional charges call if you are running late and we can delay your pickup.

#### MISSING AND DAMAGED ITEMS -

If there is found to be missing or damaged items upon return, you will be informed as soon as possible. If the missing items cannot be found or if we are unable to contact you or the person responsible within 48 hours of your specified return date, replacement fees will be automatically charged to the credit card on file. If any item can be located and returned within one week of your specified return date, we will refund the amount. No refunds after seven days. Repair fees for damaged items must be paid upon receipt of an invoice. An item considered un-rentable by Willa's Cottage standards will be charged for full replacement value. The customer is responsible for the goods from the time of pick-up / delivery until the items are returned to Willa's Cottage. Please be sure all items are secure and protected from weather while in your possession. We do charge for soiled, broken, damaged or missing items, including packaging materials. There will be an extra cleaning charge for any wax, excessive grease, ink and / or hard to move stains on linens and fabrics. Our insurance does not cover equipment while it is in the customer's possession.

The customer is responsible for returning rental items in the same condition in which they were received, except for ordinary wear and tear. The customer is liable for the replacement cost of damaged or lost items.

#### UNUSED EQUIPMENT -

Rental items are charged for time out, not for use. Every item that leaves our building is treated the same way upon return, used or not. This ensures that every item you receive is clean, sanitized and food safe. NO refunds are given for items not used during event.

#### LATE RETURNS -

Late rentals will be charged a half day rental rate for each day. If you are not able to return your rentals on time, please inform Willa's Cottage as soon as possible so that we can make a note on your account. If we require the items for another order, we will make arrangements to pick the items up at the cost of a one-way pick-up fee, charged to the credit card on file.