

# RENTAL POLICIES

## 1. Delivery and Pickup:

Charges are based on zip code and size of delivery. Deliveries and Pickups that are requested on Saturdays, or after regular business hours, are subject to elevated rates. Extra charges will apply if customer requests additional items to be delivered after original delivery is made. Delivery schedule cannot guarantee specific delivery or pickup times. We will do our best to provide customer with a block of time. Deliveries are made Thursday and Friday before event. We will call you ahead of time with day.

## 2. Assurance of Rentals:

30% NON-REFUNDABLE reservation down payment is required to make a reservation.

## 3. BALANCE DUE:

Final payments are due Wednesday before event unless other arrangements are made. GTR accepts cash, checks, and major credit cards.

## 4. CUSTOMER RESPONSIBILITY

All tables and chairs rented must be broken down and left as they were received, unless other arrangements were made prior to delivery. Table and chair set up and breakdown is available at additional costs. All food items must be returned (rinsed). There will be additional charges for food/liquid left on plates, glassware, flatware, and linens. Linens do not need to be cleaned BUT should be free of food and dry at time of pickup.

## 5. DAMAGE WAIVER:

GTR offers an optional damage waiver. Acceptance of the damage waiver holds GTR responsible for the risk of damage to equipment, assuming that the customer takes reasonable precautions to protect the rented equipment. The damage waiver does NOT cover the following:

- a. Loss by vandalism, malicious mischief and theft.
- b. Loss, damage or theft of accessory equipment.
- c. Damages caused by a third party not associated or related to the renter.
- d. Customer should understand that the damage waiver is NOT insurance.

## 6. INSPECTION:

The customer is personally responsible for the inspection of GTR equipment before accepting any rental agreement. The customer should inspect for suitability, good condition and proper use. It is the customer's obligation to notify GTR of any defects prior to use of equipment.

7. REPLACEMENT OF MALFUNCTIONING EQUIPMENT:

If equipment becomes unsafe or in disrepair, customer agrees to discontinue use and notify GTR IMMEDIATELY. GTR agrees to replace equipment with similar equipment in good working order if available. GTR is not responsible for malfunctioning equipment not reported in a timely manner. (i.e. the day after event). GTR is not responsible for any consequential damages caused by the customer.

8. FINALIZING THE RENTAL:

For weekend events:

Lines reductions and removals must be made by Monday at noon before the event. Any quantity reductions made after that time are subject to full payment. Linen additions can be ordered up until noon the Wednesday before event. (Pending availability). All rental items should be finalized by 5 pm the Wednesday before event. We will make every effort to accommodate later reservations.

FOR WEEKDAY RENTALS:

Please call for details regarding finalizing the order.