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RENTAL POLICIES - CUSTOMER COPY

You (the Renter) must be 18 years of age to rent and a picture ID is required. We accept Cash, Check, Debit Card, Visa, Mastercard, Discover & American Express. It is your responsibility to secure all local and state permits along with insurance. Please read the reverse side of your Reservation or Order for additional Terms & Conditions. Please provide your caterer and site/event coordinator with these Policies to instruct them with the handling of your rental items, though it is the Renter listed on the Reservation, Order and invoice who is financially and legally responsible.

CASH CUSTOMERS: All rentals must be paid in advance except to previously approved in-house charge accounts. There is a non-refundable 25% reservation deposit required on all orders, which is applied to the total rental cost. All Delivery reservation balances are due two weeks before your event. All customer pickup balances are due at time of pickup (except for colored linen rentals, which is due two weeks before event). A credit card number is required to be kept on file during your event, to be charged to cover the chance of damage, loss or additional incurred charges listed below.

CANCELLATIONS: All 25% deposits are non-refundable. If a reservation is cancelled at least 30 days before an event, the 25% deposit can be held by Abbott Rental & Party Store and applied within one year's time of the cancellation date to a future rental. For cancellations that are less than 30 days, 50% is charged for tents, 100% is charged for Linen, and 25% is charged for all other rentals items. Rain contingency tents only: must be paid in full at least two weeks before your event. If cancelled the week of delivery before the delivery truck is loaded, then ½ of the tent rental fee is refunded; if cancelled after the delivery truck is loaded, then none of the tent rental fee is refunded.

IN-HOUSE ACCOUNTS: A 25% deposit may be needed to reserve items, depending on the size of the order, and at the discretion of the manager. The balance will be due within 10 days (Net 10) of being invoiced after an event. If a reservation is canceled less than 30 days prior to an event, then a 25% deposit will not be refunded or may be invoiced.

CUSTOMER PICKUP & RETURN ORDERS ONLY: All rental fees are for one day of use. This means the item can be picked up the afternoon prior to or the day of the event, then returned the day after your event. Extended rentals are available at an additional cost. Sundays and holidays are free days if we are closed. All inventory counts must be verified by you or your representative at time of pick-up and return. Counts are considered accurate and no refunds are allowed once you have left the grounds. Please see appropriate sections below for information about additional fees which may be charged after rental inventory is returned, cleaned and assessed.

DELIVERY & PICKUP ORDERS ONLY: All rental fees are for your event, which includes from our assigned delivery time to our assigned pick-up time. Extended rentals are available at an additional cost. We will make every effort to work around your schedule requests, but delivery and pickup dates must be assigned by us according to direction, truck capacity, etc. Deliveries will be made as early as 3 days before an event and pickups are generally 1 to 3 days after. You will be notified of your scheduled delivery day and approximate time on the Monday or Tuesday prior to your weekend event.

There is a delivery/pickup charge, the amount depending on the distance from Littleton, NH and may vary depending on gas prices. Deliveries may be made in a large box truck up to 27 feet long by 8 feet wide by 12.5 feet tall, and weighing up to 20,000 pounds. Abbott Rental is not responsible for damage to driveways, lawns, etc. Please inform Abbott Rental prior to delivery of any delivery restrictions you may have. Additional fees may be assessed at delivery or pick-up time by the foreman if deliveries are not to the ground floor; or if the tent or event site is at an unreasonable distance from the truck, on a hill, or if not accessible by our trucks. Additional fees may also be assessed at delivery or pick-up time by the foreman due to any other complications or unusual circumstances not provided at time of reservation. We reserve the right to refuse a delivery if deemed unsafe or unreasonable.

Either you or your representative must be present at both the time of delivery and pick-up to verify all rental counts. If your rental item counts are not verified at delivery and pickup time, then the counts will be considered accurate as delivered. Count discrepancies must be resolved before your event. It is your responsibility to maintain that all equipment is secure and protected from the weather, misuse and theft--before, during and after your event, starting from the time of delivery to the time of pickup. It is your responsibility to have all items ready for pickup at the location where and as they were delivered, and in the containers they were delivered in. There is a \$50 per hour charge if our crew must locate and/or repack any rental items, fold and stack tables or chairs, or clean any debris on rental inventory or under a tent. The Renter will be charged for any missing rental items and containers.

TENTS: Installation and take-down is included in the rental fee of all tents, side walls and tent lighting. Please be sure your site is ready before our crew arrives. This includes lawns mowed and raked (preferably at least one day before delivery), vehicles and equipment out of the way, and animal waste removed. You are responsible for calling DigSafe (at least 1 month before your event is recommended) if it is unknown what is underground; then please inform our crew of all underground obstacles such as septic, water, gas, electrical, phone, cable, irrigation, etc. and any other conditions that might hinder the staking or anchoring of tents and equipment, or if any site conditions may place Abbott personnel at risk. Abbott Rental is not responsible for damage to underground pipes, wires, or property. Any part of our tents must be at least 30 feet from overhead power lines. The use of Tiki torches, fire pits, bonfires, grills, etc. is absolutely prohibited within 35 feet of all tents. Extra charges will be assessed for tent cleaning for spark or smoke damage.

Do not tape, clamp, pin, staple or puncture any part of the tent, walls or the poles, or additional fees and replacement costs will be assessed. Do not hang any banners, etc. from the tent perimeter rope. Decorations, flowers, trash, etc. must be removed from under and around the tent, along with all items attached to poles, before time of pick-up or a \$50 per hour charge will be invoiced if any items need to be removed by Abbott Rental personnel.

Please read the "Event Safety and Tent Evacuation" form we have provided you, and follow all directions to ensure you have a safe event. The Renter is responsible to contact their local municipality to acquire an event permit. Abbott Rental will provide the necessary certificates and documents for the Renter to complete the permit process. Fire extinguishers and exit signs are available for rent if required by the municipality.

DANCE FLOOR & STAGES: Installation and take-down is included. Dance Floors are set-up by us and then must not be moved. The use of tape or staples, etc is prohibited.

TABLES & CHAIRS: You are responsible for set-up and take-down, unless arranged in advance for a fee. Tables & chairs must be folded and stacked and ready for pick-up in the spot they were left or a \$50 per hour fee will be invoiced after your event. The use of tape or staples, etc is prohibited. As tables, chairs and their boxes are not waterproof, do not leave them out in inclement weather before, during and after your event. Any equipment damaged by inclement weather or negligence will result in additional and/or replacement charges in addition to the rental fee. Do not stand on any chairs or tables.

CHINA & COOKING EQUIPMENT must be free of food or a 20% cleaning fee will be charged after your event. They must also be put back in their racks, if they came in one, or a \$50 per hour labor charge will be invoiced after your event if the crew must locate and repack any items. You will be charged a replacement cost in addition to the rental fee if any inventory is missing, broken or chipped. All grills, griddles and rotisseries must be cool & clean and charcoal grills emptied of briquettes. Briquettes, etc. will be dumped at site if still in grill as they cannot be transported. All inventory must be ready for pickup at the spot where and as they were delivered, and in the containers they were delivered in. There is a \$50 per hour charge if our crew must locate and repack china, glasses, cooking equipment, etc.

LINENS must be free of food, confetti and other table objects and air dried to prevent staining and mildew, then loosely folded and put back in their original delivery containers. Never put linen in plastic bags as they will mildew, which cannot be removed. Wax removal and additional washings or handling (average \$5 per piece) will be invoiced after your event. Do not launder. You will be charged for linen replacement in addition to the rental fee, if once cleaned and inspected the linen is not re-rentable. There is a \$50 per hour charge if our crew must locate and repack any linen.

**Please keep this copy for your reference before and during your event.
Additional Terms & Conditions are listed on the back of your Reservation or Order.**

Thank you and have a great event!