



502 Union Street, Littleton, NH 03561

603-444-6557 800-287-6557

info@abbottrental.com

www.abbottrental.com

DELIVERY RENTAL POLICIES - CUSTOMER COPY

You (the Renter) must be 18 years of age and a picture ID is required. We accept Cash, Check, Debit Card, Visa, Mastercard, Discover & American Express. All rental fees are per event. Extended rentals are available at an additional cost. It is your responsibility to secure all local and state permits along with insurance. Please provide your caterer, site/event coordinator and other vendors with these Policies to instruct them with the handling of your rental items, though it is you 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. Final payments are due two weeks before your event. A credit card number, or a cash security amount of 1/2 of your rental order, is required to be kept on file during your event to cover the chance of damage, loss or additional post-event incurred charges. Rental documents must be filled out, signed and returned within 10 business days.

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

CANCELLATIONS: All 25% deposits are non-refundable. Inventory numbers can be adjusted or cancelled until two weeks before your event with no penalty; except on tents, lighting, farm tables, heaters, stages and dance floors which will incur a 25% cancellation penalty.

Rain contingency tents: 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.

DELIVERIES: 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 may arrive 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 arrival time on the Monday or Tuesday prior to your weekend event by a phone call to your listed delivery contact.

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.

All delivery restrictions must be disclosed on our Delivery Questionnaire at the time of your order. 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 if delayed or due to any other complications or unusual circumstances not provided at time of reservation. We reserve the right to refuse a delivery.

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. Count discrepancies must be resolved before your event.

EQUIPMENT RESPONSIBILITIES: It is your responsibility to maintain that all equipment is secure and protected from inclement weather, misuse or 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. Abbott Rental's labor fee is \$50 per hour per employ-

ee and will be assessed if employees must: 1) Locate and/or repack any rental items if they are not in the spot where they were delivered or in the containers they came in. 2) Fold or stack tables/chairs. 3) Move any renter, vendor or venue items such as decorations, trash or renter's lighting that hinder the removal of tents or pickup of rental inventory. The Renter will be charged for any missing or damaged rental items or 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 other equipment out of the way, and animal waste removed. You are responsible for calling DigSafe or other utility service (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 Rental 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. Only Abbott Rental heaters are allowed under or within 15 feet of tents. Fireworks are prohibited within 150 feet of all tents. Extra charges will be assessed for spark, smoke or heat damage.

Do not tape, clamp, pin, staple, puncture or paint any part of the tent, walls or poles as additional fees or replacement costs will be assessed. Do not hang anything from the tent perimeter rope such as lighting, banners, signs, decorations, colored paper, etc.

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 additional fee. Tables & chairs must be folded and stacked and ready for pick-up in the spot they were left. The use of tape, stickers or staples, etc is prohibited. Do not stand on any chairs or tables. Chiavari chairs must be ready for pickup each with a cover and stacked 6 high. Cushions will come in a separate bag and must be untied and bagged for pickup.

CHINA & COOKING EQUIPMENT must be free of food or a cleaning fee will be charged after your event. All inventory must be ready for pickup at the spot where and as they were delivered, and in the containers they were delivered in. 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.

LINENS must be free of food, confetti and other table objects and air dried to prevent staining and mildew, then 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.

BOUNCE HOUSES must be ready for pickup after your event, as it was delivered. Bounce houses can not get wet or dirty (from time of delivery to time of pickup) or additional charges will be assessed after return.

**Please keep this copy for reference during your event.
We recommend distributing copies of these policies to all your vendors
and anyone who may handle your rentals before and during your event,
and also after your event during the cleanup.**

Thank you!