

Rochester Event and Equipment Rental

Rental Policies

Reservations

Advance reservations are recommended for maximum availability of our inventory. A deposit of 25% is required when making a reservation. With the exception of tents, quantities may be changed any time prior to 48 hours before delivery without financial penalty. Reservation deposits are non refundable. However, deposits may be applied for a future event. The remaining balance of reservation is due at time of delivery.

Equipment Rental deposits vary on specific equipment rented.

Deliveries

We deliver to the local areas for \$20.00 (includes pick up). Delivery is to the closest point truck can park and within reasonable carrying distance. Extra charges will result in deliveries upstairs ,elevator use and excessive distance from truck. Delivery fee does not included set up or breakdown (except tents). If this service is required please make arrangement several days prior to event. Additional charge can be quoted. All items must be broken down and re-stacked as delivered.

Our standard delivery times are 8am to 6pm. We will call the week prior to schedule all deliveries unless prior arrangements have been made. All deliveries require a signature of receipt of inventory delivered. Customer is responsible to verify all counts.

Loss or Damage

Responsibility for equipment remains with the customer from delivery until pick up. Please be sure equipment is secure when not in use and protected from weather and sprinkler systems. Replacement charges are made for missing, damaged or broken items.

Tents

Tents are an excellent way to enhance and expand your event. There are a few things you should keep in mind they generally require level ground with no overhead obstruction (such as trees or wires) and generally require a five foot buffer around the edge in order to erect and stake tent. In circumstances where tent can't be staked (due to concrete , asphalt, underground utilities, irrigation lines etc.). We will use water barrels. A water source must be available.

Linens

Table linens and skirting are inspected on pick up and return. Do not roll up or place damp linens in a plastic bags mildew will result. If there is obvious damage such as mildew, excessive stains burns or tears, you will be charged the cost of the linen. Return linens dry and free of debris.