



McCall Party Rentals  
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## Guidelines & Practices

All rental charges are for inventory received; whether the inventory is used by Client or not.

Most prices are a one day charge, which is for the use of the inventory for a 24 hour period. Not including setup and removal of the inventory by McCall Party Rentals.

McCall Party Rentals may require a Credit Card on file by client in some instances.

Customer is responsible for all rented items and the security of the inventory at the site of use.

All rental items/inventory should be secured and protected from harmful weather conditions.

Equipment Protection Plan does not cover linen damage.

## Delivery Guidelines

Due to liability issues, delivery crews are not permitted to bring equipment into private residences, unless **Special Access** is granted.

**Special Access** means McCall Party Rental staffs are supervised by an agent of CLIENT, and CLIENT holds harmless any damage or missing items from property of the delivery/setup location.

Standard delivery/removal hours shall be considered 8am to 5pm. Special consideration shall be made on a case by case basis. Special Considerations for delivery/removal shall be noted on the CLIENTS invoice.

Additional fees may be charged for deliveries and pickup/removal outside the standard delivery hours.

Deliveries are made to a dock, door or garage that is immediately accessible to our trucks and/or trailers.

If deliveries /removal require a long carry, stairs, or any transport other than **DROP DELIVERY/REMOVAL**, additional fees may be charged.

**DROP DELIVERY/REMOVAL** means inventory may be unloaded directly onto the ground or platform and picked up from the same or similarly accessible location.

Unless otherwise noted, deliveries that are not specified as "setup" or special handling instructions shall be considered **DROP DELIVERY/REMOVAL**.

Customer agrees to have the delivery site clean and ready for the delivery and installation or dismantling and retrieval, and customer agrees to pay additional charges for any delay incurred or additional labor performed by McCall Party Rentals resulting from site delivery delays.

Setup and tear down of tables and chairs is not included with the delivery. For an additional fee, setup and tear down will be done if pre-arranged with McCall Party Rentals. This will also require that customer have a diagram and onsite contact person.

## **Cancellation Policies**

Changes can be made at any time, however, McCall Party Rentals is not responsible for any circumstances that arise because items that are unavailable, or not readily accessible, cannot be provided to CLIENT. Please note that specialty items such as linens, toppers, napkins, heaters, propane canisters, lights, etc. must be requested in advance. If items have been unloaded or delivered, then Client will be subject to the FULL rental fee for items rented. Items may be cancelled and removed from the Invoice Contract, but the monies refunded shall not exceed the 50% deposit that is required to hold the inventory. Under certain circumstances, some specialty items shall not be refunded per McCall Party Rentals discretion.

## **Weather Related Tent Considerations**

Due to the extreme demand for tents during inclement weather, McCall Party Rentals has the following policies regarding tent rentals and setup.

McCall Party Rentals will, at its discretion, make the decision to erect tents in inclement weather. This includes heavy rain, snow, high winds or any other adverse conditions.

McCall Party Rentals will Refund Monies deposited for tents in full, if the onsite staff has decided a tent erection is unsuitable. Any other rentals that have been secured and deposited will not be necessarily refunded because a tent erection has not occurred. Advance planning should be considered for situations that may occur, where a tent will not be erected due to adverse weather or other conditions.

McCall Party Rentals will at its discretion deliver the inventory to a secondary location. Additional delivery fees may be incurred by Client under these circumstances.

***Please be advised that these Guidelines are strictly adhered to by McCall Party Rentals Company, staff, and any agents thereof. Any entity known as CLIENT and/or an agent acting on their behalf shall be expected to be advised of these Guidelines and Practices.***

***These Guidelines and Practices are general "Best Practices" and may be changed at any time or under certain circumstances by McCall Party Rentals. Please Contact McCall Party Rentals to ensure that the current Guidelines and Practices are in effect for your event.***