



## Policies and Procedures

### Reserving Items

- Deposit to reserve-25%
- Deposit will be returned (minus 10%) if cancelled prior to 1 month before event.

### Rental Insurance

- Rental insurance to cover damages is available for 10% of cost.
- You will be charged the item's cost for damage that cannot be repaired unless you have rental insurance.

### Pick Up

- Total cost is due prior to or upon pick up.
- All items can be picked up by appointment at the shop in Deer or delivered for an extra cost.
- Normal appointments for pick up will be scheduled on the day prior to the event or on the morning of the event.

### Care While Rented

- While rented, all items must be safely stored and kept in the dry.

### Returning Items

- Normal return appointments are scheduled within 24 hours of the event.
- Items must be returned to the shop in Deer or can be scheduled for pick up at an extra cost.
- Returned items must be free of dirt, mud, water, bird droppings, etc.
- Linens must be dry and placed in the provided mesh bag.
- Dinnerware must have food rinsed off and properly packaged in provided boxes or crates.