

Hill Country Event Planning Rental Policies

RESERVATIONS: Hill Country Event Planning requires 50% of your total rental costs as a deposit at the time of your reservation. Acceptable forms of payment include: cash, check (\$25.00 return check fee), money order or credit card (Master Card, Visa, American Express, Discover). Regardless of form of payment, a credit card number must be left on file to ensure the reservation. Full Payment is due 10 days prior to your event delivery or pickup date. Credit cards will be billed the amount still owed 10 days prior to event if payment has not been received. Items rented out are full price, whether used or not.

CANCELATIONS AND REFUNDS: Final reductions must be made 10 days before your event date for no penalty. Credits will not be issued for reductions resulting in an invoice amount less than the initial deposit. Cancellations within 10 days may require a restocking fee. Reductions made within days of order date will not be allowed.

0 – 29 days to event:	0% deposit refunded
30 – 59 days to event:	50% of deposit refunded
60 + days to event :	100% of deposit refunded

DELIVERY: Rates quoted are for **ground floor deliveries only**. Please contact our office for setup and takedown services and fees to be arranged in advance with our office staff. An event diagram with detailed setup instructions must be provided in advance. Rental items will be placed only in the designated area and will not be rearranged once setup by Hill Country Event Planning.

SETUP: Setup service is complimentary for **delivery orders only** and must be arranged prior to the Delivery/Pickup. Complimentary setup service is forfeited if event area is not ready for setup with rental equipment arrives. An additional \$50.00 per hour will be billed for time setup crews must wait for event area to be prepped for setup. Setup service may be arranged for a nominal fee for orders being picked up by client.

TAKE DOWN AND PICK UP: Tables and chairs should be wiped clean, knocked down, stacked and ready for pickup. All items should be assembled in a single location, ready for pickup. Items not meeting these conditions are subject to additional fees. Please note any shortages at the time of delivery and notify the driver. After use, an additional charge will be assessed if items are damaged or missing.

Customer agrees to Lessor's rights to enter premise of customer at any time to repossess said equipment. Customer hereby waives any rights of action against owner by reason of such taking or entry and agrees to reimburse Lessor's cost of repossession if any.

RESPONSIBILITY: CLIENT is responsible for table setup and break down of all rental equipment unless a service charge agreement has been made. If equipment does not function properly, notify lessor within 30 minutes of occurrence or no refund or allowance will be made.

Client is responsible for receiving the rental equipment in good condition and returning it in the same condition with ordinary wear and tear accepted. Client will be responsible for shake food/debris from tablecloths and all linens should be dried and returned to bags provided. Client will be responsible for damages beyond normal wear and tear including but not limited to: cigarette burns, wax, mildew, sparkler burns, linens used as cleaning cloths. Client will be responsible for protecting rental equipment including, but not limited to: weather, vandalism, abuse and theft. You will be charged for missing, damaged or broken items. Your signature on this contracts authorizes Hill Country Event Planning to charge your credit card the full replacement cost for any missing, damaged or broken items to your card. You will be notified of these charges before they are made including the cost of replacement or repair before we charge your card.

Client agrees not to loan, sublet or otherwise dispose of equipment or use it at any other location than listed on this contract.

Customer assumes all responsibility for injuries to persons or damages to property and agrees to hold Lessor harmless for any and all claims, or whatsoever nature, arising out of use of the rental of the equipment while in the rentor's possession. Responsibility for the rented items remains with the customer from the time of possession to the time of return. Rentor will be charged the full replacement amount for all damages to rental equipment due to any cause whatsoever and any lost rental equipment.

Customer agrees to reimburse Lessor for all attorney fees, an amount not less than 25% of all sums due, court cost and expenses incurred by Lessor to enforce collection or to preserve or enforce Lessor's right under this contract.

DAMAGE WAIVER: Damage waiver is a non-refundable, 10% charge added to all rental contracts. It covers accidental damage from normal usage. Damage waiver does not cover loss or negligence.

LONG TERM RENTAL: Most prices quoted are for a two-day charge. If you desire to use the rental items for a longer period, please call our office at 512.514.1001 for long-term rates.

I certify that I have read and agree to all terms of this contract.

Client's Signature: _____

Date: _____

Name Printed: _____

HCEP Representative Signature: _____

Date: _____

Hill Country Event Planning Rental Policies

Name: _____

Address: _____

Phone: **Home** () - **Cell** () - **Work** () - _____

Event Site Name: _____

Event Site Address: _____

Street Address

City

State

Zip

Event Start Time _____ End Time: _____

Delivery - Please Check One:

Delivery to Your Site: _____
Date _____ Time (Allow 4 hour window)

Pick Up at Our Site: _____
Date _____ Time (Allow 4 hour window)

Return - Please Check One:

Pick Up at Your Site: _____
Date _____ Time (Allow 4 hour window)

Drop Off at Our Site: _____
Date _____ Time (Allow 4 hour window)

Credit Card Information:

Card Type: _____ Name on Card: _____

Credit Card Number: _____

Expiration Date: _____ 3 or 4 Digit Authorization Cod _____

Billing Address: _____

Street Address

City

State

Zip