

## Got You Covered Rental Policies

### **Scheduling and Payments:**

- To be put on the calendar, a customer must be invoiced, GYC asks for a 50% down payment. However, we understand that it can be difficult. GYC requires a minimum payment of 25% down payment within one month. An additional payment of 25% is requested at least 30-days prior to the event.
- Orders cannot be released until full payment has been made.
- Orders under \$125 must be paid in full at time of pick up. Please note items cannot be guaranteed until full payment is rendered.
- Orders under \$200 a down payment of 25% is required. The remaining balance can be paid at time of arranged pickup. Please note items cannot be guaranteed until paid in full.
- Orders over \$200 must be paid in full at least two weeks prior to event, with the 50% down payment made at least 30 days prior to the event.
- GYC can and will do short notice orders Based on availability.
- Large Orders greater than \$3,000 a payment plan may be arranged to help reach your 25% down payment. Please feel free to ask about a payment plan. We will be happy to work with you
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- Commercial contracts can be arranged and scheduled. With proper terms and conditions of payment. Commercial Contracts must go through the owner of the company.
- If you need to change your order we request at least two business days notice. If changes are made to your order this may cause a delay and/or an additional fee

### **Estimates:**

- GYC is happy to send you an estimate via email.
- GYC is happy to arrange a meeting with you to view your venue and work hands on to get you everything you need for your event.
- GYC will need your information when you contact us.
  - Please be prepared to give your name/company's name, phone number, email, date of the event, and what you need or think you need.
  - GYC is happy to work with you to insure your event is successful.

### **Warehouse Pickup and Return:**

- On orders less than \$200, we request that the customer arrange pickup at our warehouse.
  - We will arrive at least 15 minutes prior and stay 30 minutes late to your appointment.
  - When picking up an order at the warehouse, GYC must obtain a copy of the customer's ID. If GYC does not have a copy of a driver's license, the customer will not be allowed to take rented items.
  - GYC reserves the right to obtain the credit card information from the renter in case of theft or damage.
  - GYC will not share, distribute, sell, or use a customer's credit card information. Credit card information will only be used if theft or damages occur.
  - If you miss your appointment you can call to arrange another pickup time, however we will request a full payment prior to your next pickup time.
  - If you cannot arrange pickup on an order less than \$200 GYC can give you an estimate on what the delivery charge would be.

- When returning an order. The customer must arrange an appointment.
  - We will arrive at least 15 minutes prior and stay 30 minutes late to your appointment.
  - If you miss your appointment you can call to arrange another return time. We reserve the right to charge for a missed appointment at our discretion.

### **Delivery and Setup**

- GYC charges a delivery fee. on all orders over \$200.00 based on items ordered and distance
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- If Product cannot be placed in an easily accessible area your fee may be more. Including but not limited to stairs, steep inclines, and tight corridors.
- GYC charges a separate fee to set-up tables and chairs. Please let us know if you need us to set up chairs and tables prior to delivery.
  - If GYC arrives and has to setup without notice you may be billed for labor and/or services at our discretion.

### **Pickup and Teardown**

- Standard delivery customers are responsible for the tear-down of all rented items, with the exception of tents and dance floors.
  - Should GYC have to breakdown tables and/or chairs without notice we reserve a right to charge a breakdown fee for labor and services at our discretion.
- All rented items should be placed in one area so the GYC crew can pick up as efficiently as possible.

### **Customer's Responsibility**

- Customer is responsible for reviewing their invoices to make sure the information is correct. If there is a problem with the order, the customer must bring it to the attention of GYC prior to the event.
- Rented items must be protected from the elements, with the exception of tents. If it is raining, rented items must be covered completely and/or kept inside a building out of the rain.
- If a permit is required for services provided by GYC it will secure permit and bill customer.
- To ensure a smooth delivery/pick up, the customer needs to be able to provide GYC access the venue at the designated delivery time.
- If the customer cannot be present at time of delivery or pickup you must contact GYC and give clear instructions for placement/pickup.

### **Tents**

- Tent prices are not subject to negotiation. GYC determines the price of all the tents.
- GYC does not offer a discount on tent prices if a customer rents more than one tent.
- All tents prices are based on weekend-rental prices. For example, the customer is charged for a Friday-Monday rental. GYC puts the tents up Friday and takes them down the following Monday. Extra-day charges can occur if a customer wants the tent to be set up longer.
  - However, no extra charges will be added if the tent is set up a day early because of scheduling conflicts on the part of GYC. Sometimes during the year, it gets very busy and to put up all of the tents on time, GYC sometimes has to put up a

- few tents early.
  - If it is a mid-week rental, GYC will negotiate the number of days and the customer will likely be charged as if it is a weekend rental.
- Rentals over one week in length must be discussed with the owner and will be priced accordingly.
- If a tent is on “stand-by” in case of weather, the customer must pay 50% of the tent’s total cost. If the tent is not used, the customer will pay the remainder of the tent rental cost. If the tent does end up being used, the customer will pay the remaining 50%.
- Customers cannot cook under the tent. No exceptions.
- Customers cannot have open flames under the tent. The only exception is candles (such as candles used in a centerpiece table decoration).
- Customers need to communicate to GYC about where the tent will be set up and the conditions surrounding the area of the tent. GYC needs to know if there will be grass, concrete, hills, mud, etc.
- Customers need to be sure that the area where the tent will be is free of debris that could impede setting up the tent. GYC will not clear the area since it is the responsibility of the customer.
- If the tent is to be set up on asphalt or concrete, the customer will have to rent water barrels at an additional cost to prevent the tent from blowing over. GYC reserves the right to refuse setup pending weather conditions or other unexpected problems.
- Customers are free to decorate the tents as they wish, so long as there is no damage. Any kind of damage to the tents will incur a charge to be determined by GYC.
- GYC determines what size tent a customer needs based on the square footage of the items that will go under the tent (i.e. tables, chairs, dance floors, etc). If a customer wants a larger or smaller tent than GYC recommends, they must inform GYC. Tent pricing is based on size.
- Upon pick-up, the area under the tent must be cleared and all debris must be removed from under the tent.

### **Linens**

- Customers must shake all crumbs off the cloths before putting them back in the receptacle they were delivered in. The linens also must be completely dry to prevent mold or mildew from growing.
- If a linen is damaged (stains, burns, candle wax, etc.), the customer will be charged a cleaning fee. If the linen is not salvageable, the customer will pay for the full replacement.
- Customers do not need to wash the cloths after they are used.

### **Tables and Chairs**

- GYC has several sized tables customers can choose from: 3ft round, 4ft round, 5ft round, 6ft round, 6ft banquet, 8ft banquet, and cocktail tables.
  - Unless otherwise requested, GYC will make estimates using 5ft round tables. 5ft round tables are the standard tables used in weddings, so unless a customer asks for a different sized table, GYC will prepare estimates using the 5ft round tables.
- GYC has two different kinds of chairs:
  - White metal folding chair with plastic seat and backs.
  - White wooden resin chair.
  - Unless otherwise requested, GYC will prepare estimates using the metal folding

chairs.

- Customers must keep the chairs and tables damage-free. If there appears to be more than the usual wear-and-tear on the rented items, GYC will charge the customer for repairs or replacement.

#### **Dance Floors**

- GYC carries dance flooring and sub-flooring.
- GYC needs to know what type of surface the dance floor will go on so the customer can be charged appropriately.
  - If the dance floor is placed on a softer surface, such as grass, the customer will have to pay for the sub-floor as well.

#### **China, Glass, and Flatware**

- After use, all food must be washed off the china and flatware, and glasses need to be rinsed out. Failure to do so will result in a cleaning charge.
- Any damage not associated with normal wear-and-tear (i.e., chips, cracks, breakage) will be paid for by the customer.

#### **Billing and Damages**

- GYC can add an additional charge to a customer's order if GYC has to set up tables and/or chairs for the customer.
- GYC can add an additional charge to a customer's order if GYC has to break down tables and/or chairs.
- GYC can charge for misuse of an item if an item suffers any damage outside of normal wear and tear.
- GYC can charge a replacement fee if an item cannot be repaired and/or cleaned.
- GYC can charge a cleaning fee for damaged or improper storage of linens, china, glass, and/or flatware.

#### **Refunds and Cancelations**

- Down payments are non-refundable.
- If weather, venue conflicts or any outside source prevents use of the equipment your order will not be refunded.
- There will be no charge for orders cancelled more than 30 days prior to the event.
- All monies paid towards events that are cancelled less than 7 business days prior to the event date may be considered forfeited, and may not be reimbursed.