

# Royal Tee Party Rentals

## Rental Terms & Customer Policies

Welcome to Royal Tee Party Rentals! We're excited to help make your event beautiful, easy, and stress-free. Please review our rental terms below so everything goes smoothly from booking to pickup.

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### 1. What You're Renting

Your rental includes the chairs, tables, and any additional items listed on your invoice.

All items remain the property of **Royal Tee Party Rentals**.

### 2. Rental Period

Our standard rental period is **24 hours**.

Need extra time? Extensions may be available upon request.

### 3. Payments & Deposits

To reserve your date:

- A **25% non-refundable deposit** is required
- The deposit must be paid within **48 hours** of receiving your invoice
- The remaining balance is due **48 hours before delivery**

Your booking is not confirmed until the deposit is received.

### 4. Delivery & Pickup

We offer convenient delivery and pickup windows:

**Weekdays:** After **5:00 PM**

**Weekends:** Delivery and pickup available **anytime**

**Delivery Does NOT Include Setup or Breakdown**

Standard delivery includes **drop-off only** at the front door, garage, driveway, or another accessible area.

**Setup and breakdown are NOT included**, but these services **can be added for an additional fee**.

If you need setup or breakdown, please let us know at the time of booking so we can schedule accordingly.

## Customer Requirements

- Someone **18 or older** must be present
- Delivery path must be clear and accessible
- Items must be **stacked and ready** for pickup unless setup/breakdown was purchased

If no one is available at the scheduled time, a redelivery fee may apply.

## 5. Caring for Your Rentals

Please keep all items protected from:

- Rain
- Mud
- Pets
- Smoke
- Standing water

If items are returned excessively dirty or damaged, cleaning or replacement fees may apply.

## 6. Damage & Cleaning Fees

We understand normal wear happens — but damage beyond that may result in fees.

**Examples of chargeable damage:**

- Broken or bent chairs
- Cracked or damaged tables
- Missing items
- Permanent stains, paint, glitter, or sticky residue

**Cleaning fees:** \$15–\$50

**Replacement fees:**

- Chairs: \$20–\$40
- Tables: \$50–\$100

## 7. Weather Policy

Your rentals must stay **dry and protected** at all times.

If rain or storms are expected:

- Please have a covered area ready
- Do not leave items outside overnight
- Water or mud damage will result in cleaning or replacement fees

If severe weather makes delivery unsafe, we may adjust or reschedule your delivery time.

### **Weather cancellations:**

Deposits are non-refundable, but you may **reschedule** at no extra cost.

## 8. Cancellation Policy

We understand plans change.

- Deposits are **non-refundable**
- Cancel **7+ days before your event**: deposit forfeited only
- Cancel **within 7 days**: full balance may be charged
- Weather-related cancellations follow our Weather Policy

## 9. Late Fees

To keep our schedule running smoothly:

- Late payments: **\$15 fee per day after payment is due**
- Items not ready at pickup: **\$15 late pickup fee**
- Rescheduled pickup: **\$25 return trip fee**

## 10. Liability

The customer is responsible for the safe use of all rental items.

Royal Tee Party Rentals is not liable for injuries or accidents caused by misuse.

## 11. Agreement

By booking with **Royal Tee Party Rentals**, you agree to all terms listed above.

We're here to help make your event unforgettable. If you have any questions, just reach out — we're happy to assist.