



#### **QUOTES/RESERVING RENTAL ITEMS:**

Quotes/proposals do NOT guarantee the availability of rental items. Rental items will be reserved only upon receipt of a signed rental contract, a signed Terms and Conditions contract and a 50% non-refundable deposit. We accept Master Card, Visa, Discover along with personal checks (30 days or more prior to the event) and cash.

#### **USE OF LEASED ITEMS AND DAMAGE WAIVER:**

For security against damaged items, a non-refundable damage waiver of 10% will be added to all rental items. The damage waiver protects the customer from replacement costs for returned items that are damaged, broken, or soiled that will not come clean. The damage waiver does NOT protect against missing, misuse or negligence of items. The customer will be charged for any and all lost items that are not returned. Nothing may be taped, glued or staples or attached in any way to any table, chair, tent, poles or sidewalls. Sidewalls are not to be removed once installed. Labor charges will be assessed for any removal of adherences or cleaning resulting in improper usage. Damage Waiver can be declined by customer, however, customer will be responsible for any repair or replacement fees deemed appropriate by Metro Rental and will be charged to the card on file.

#### **RENTAL ITEM CARE:**

The customer is responsible for the security of the rental items from the time of delivery/customer pick up until time of pick up by our staff/customer return. Please be sure all rental items are secured when not in use and protected from the weather. Rental items (excluding tents) should not be left out in the rain. Glassware, china, flatware and other catering items must be rinsed free of food and debris before being returned. Glasses should be turned upside down and in proper racks. Dishes and flatware should be rinsed, separated by type, and placed back in the proper rack or container. An additional cleaning fee could be charged for any and all items left with food/debris. All linens should be shaken free of debris and placed in the mesh bag provided along with hangers. **\*\*NO PLASTIC BAGS\*\*** All sashes must be untied and chair cushions removed and stacked before pick up/return.

#### **EMERGENCY EVACUATION PLAN:**

Customers should evacuate all tents in high winds, thunderstorms or any other event which could place the stability of the tent in question. Customers are responsible for the removal of all property including personal property, vehicles and anything else that could potentially be damaged by the collapse of tent as a result of dangerous weather.



**\*\*THERE IS A 30 MINUTE WINDOW ON ALL BEACH DELIVERIES. \*\*** Rentals are scheduled for set up 1-2 hours prior to your Event time based on the order size. Set up of rentals usually takes 1 hour from start to finish. We will need a point of contact for the day of the event. The customer is responsible for marking the location or diagram of setup if no one is present at deliver to give setup instructions. If no area is marked off and no contact is present we will set up at the discretion of our staff. Once set up has begun, we will not change the set up location.

**EVENT SET UP LOCATION:** The event location must be within 50 feet from the end of the beach access walkway. If the event is 50' from house and we deliver or setup/breakdown, additional charges will apply. If items are moved past 50' from the walkway after the staff has set up the rentals, the customer is responsible for returning the items to the original set up location. If rentals are not returned to the original set up location and additional take down fee of \$150.00 will automatically be charged to your card on file. **RELOCATING A BEACH DELIVERY DUE TO WEATHER:** In the event of inclement weather, Metro Rental can deliver an arch or chairs to your indoor location. The customer will need to let Metro Rental know 2 hours prior to the SET UP TIME (not event time). **CUSTOMER DELAYS:** Delays that are the fault of Customer, such as customer instructed relocation of rental items once set up has begun will result in the assessment of delay fees of \$45.00 per man hour.

#### **STANDARD DELIVERY/PICK UP SERVICE:**

Delivery and pick up service is available on all orders regardless of size and is charged by geographic location. All fees are based on first floor drop off during normal business hours with ease of accessibility by our staff and vehicles. We will need exact physical address and a point of contact for the day of delivery. Additional charges will occur for 2<sup>nd</sup> floor or higher delivery locations, excessive distances for loading and unloading trucks, specific delivery and pick up times and after hours delivery and pick up. Delivery fees quoted may change after site inspection. Orders are typically delivered 1-3 days in advance of your event, while pickups occur 1-2 days following your event. We cannot guarantee a specific time for delivery/pickup. To guarantee delivery/pickup at a specific time or within a 2 hour time frame additional fees will be applied. Charge for same day delivery is double your regular delivery rate charge. Set up and breakdown service for tables and chairs is available for an additional fee and must be scheduled prior to 3 days before delivery. If you setup the rental items it is also your responsibility to break down and stack where it was delivered. METRO RENTAL IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE LAWN, PROPERTY, LAND SCAPING OR OTHER ITEMS WHICH MAY OCCUR DURING DELIVERY, SETUP, BREAKDOWN OR PICK UP.

#### **PERMITS/LICENSES:**

Building and fire permits are required by the State of North Carolina on some reservations, Metro Rental will obtain the permit for reservations that require them, the fee for obtaining a permit is \$150.00 (this fee includes the layout and fire certificates).



**TENT RENTALS AND OTHER RENTAL ITEMS REQUIRING SET UP:**

**SITE PREPERATION/OBSTRUCTIONS:** Please be sure your site is ready (i.e. lawns, mowed, vehicles out of the way, etc.) before staff arrives. Access to site must be open and easily accessible. If the rental items are going on a patio, all items must be removed from the patio prior to delivery. Customer will inform Metro Rental of the existence of any underground utilities (i.e. phone/gas lines, septic system, irrigations system, etc.) or conditions that may interfere with the ability to stake and /or anchor rental items. All underground utilities and irrigation systems must be clearly marked before it can be installed. Client assumes all responsibility for any damage to underground equipment in absence of such notice.

**PLACEMENT OF RENTALS:** The customer is responsible for having someone on site to direct tent placement. If no one is present, placement will be left at the discretion of Metro Rental. Tents will NOT be relocated once set up has begun.

**DELAYS:** Tents, dance floors and staging will not be relocated after setup has begun. Any delays resulting from the customer's failure to provide unobstructed access or space for erection, placement, or disassembly of rental items will result in additional charges of \$50.00 per man hour. If tables and chairs are not broken down and stacked where Metro Rental left them or any lights/fabric/decorations (not provided by Metro Rental) have not been taken down prior to scheduled pick up time additional charges of \$50.00 per man hour will be applied.

**FINAL PAYMENT:**

A Metro Rental representative will contact you 5-7 days prior to your event to confirm the final count of the order, to confirm delivery details and instructions and to receive the full payment. Orders are considered complete at the time of confirmation. NO refunds will be given once final payment is received. If additions or last minute changes (5 days or less notice) are needed, will try to accommodate requests, however, due to loading/delivery schedules may not be able to fulfill with your original order. Additional trips to deliver or pick up equipment will be charged an additional delivery fee per trip. No orders will be scheduled for delivery until full payment is received.

**CANCELLATION/REFUND POLICY:**

You will forfeit your deposit if contract is cancelled. After final payment is made No Refunds on paid orders.



**CANCELLATIONS DUE TO WEATHER AND OTHER EVENTS:**

Metro Rental is NOT responsible for delays caused by weather. Refunds will not be issued if the event is cancelled due to weather conditions. We reserve the right to cancel events including beach/outdoor ceremonies, setups including but not limited to tents when affected by weather and other causes beyond Metro Rental's control. This includes acts of God, war, civil disorder, fire, communicable diseases, other emergencies or crisis including both name and unnamed storms, windstorms and hurricanes, which would prohibit the safe set up and usage of such items and/or inhibit delivery. This includes road washouts/ferry closings or impassable roads. It will be considered in Currituck and Hyde counties as well. Due to insurance regulations and safety requirements, this decision is to be made only by Metro Rental and includes the right to strike existing setups. Metro Rental will not set up ceremony or reception items outside if a severe weather or high wind warning is in place. You may reschedule your event for up to one (1) year from the original event date. If you do not use your credit within one year of your originally scheduled event date, your credit will no longer be valid. Metro Rental **highly recommends** customer to purchase Event Insurance from an appropriate vendor and a Plan B backup for inclement weather.

**LIABILITY:**

The customer is responsible for the care and use of the rental items and assumes all risks inherent in operation and use of these items. The customer agrees to assume all responsibility for any damage to rental items or bodily injury resulting from use, misuse, operation or possession of the rental items. The customer is responsible and holds Metro Rental harmless for any and all loss, claims or liability for damage or injury to person, stock or property or death of any person or stock occurring after the erection of the rented structures.