

Doing Business With Us

- * Classic Party Rentals (*Previously Terrus Party Rental*) reserves the right to cancel installation or to remove equipment due to weather or other conditions that may jeopardize personal or equipment safety.
- * Delivery charges may apply in certain circumstances.
- * Classic Party Rentals (*Previously Terrus Party Rental*) does not allow the sharing of tents or any other rental items. Each function is separate and billed as such.
- * The customer is responsible for disclosing information to Classic Party Rentals (*Previously Terrus Party Rental*) regarding any underground wires, pipes, sprinkler systems, etc. on their property. If property is rented, please contact the owner for said information. This can be shown on septic plans, land layout, or whatever means you have. Terrus Party Rentals is not responsible in the event we puncture any untold systems in the ground.
- * A 50% deposit is needed to reserve your rental equipment. This deposit is non-refundable. The customer's signatures are required to confirm the order and also to indicate that the order is correct. The balance of your order is due three (1) days prior to the event. In the event of delinquency on a Net 30 account or failure to pay balance on revisions to an order two weeks following the event, the customer agrees to pay interest charges at the rate of 1½ % per month.
- * We must be notified of any cancellations no later than 3 P.M. three days prior to set up/delivery. In the event that the event is cancelled by this time, only the 50% deposit will be held. If payment has already been received for the entire balance, 50% of the tent price will be refunded to the customer following the event. The full price of the event will also be charged if the delivery is executed for the time specified on the contract, even if it is not used.
- * If revisions are made to an order within 5 days of the event, a \$25.00 restocking fee will be applied per occurrence. If revisions are made to an order subsequent to delivery, charges will apply for labor and a second trip to the event. If an item has been delivered to an event and not used, the customer will assume the total cost and no refund will be given. The remaining balance on any revisions made to an order is due immediately after the event.
- * **All table and chair rentals are tailgate delivery. Prior notice must be given to set up rentals at time of delivery. There are no exceptions. An additional labor charge will be applied. Delivery to the second floor will also be billed at an extra rate.**
- * Due to the nature of our work and unforeseen delays, we are unable to give specific delivery/set-up times. However, we can accommodate requests for morning (8 A.M. - 12 P.M.) or afternoon (12 P.M. - 5 P.M.) deliveries and pick-ups. Also, upon request, a notation may be added to the work order with a phone number so that the client can be contacted on the day of delivery prior to arrival.
- * If customer is not present when a delivery or installation is made, Terrus Party Rental will not be held responsible for miscounted or missing items. However, if the customer experiences defects or problems with equipment, they must contact us immediately to rectify the problem or defect.
- * Customers are responsible for damaged or missing items and equipment. These items and equipment are billable to the customer at current retail prices. **We strongly recommend that you provide security and supervision of all rental items from the time of delivery until pick up.**
- * When in a function, a Classic Party Rentals (*Previously Terrus Party Rental*) employee may be required on site. If need is determined, it will then result in an additional fee. We strongly recommend hiring one of our Event Supervisors for functions of high complexity. Please call for an estimate.
- * If equipment is not returned in the condition that they are rented in, an automatic \$50.00 cleaning fee will be charged.
- * All washables (i.e. china, flatware, food and beverage service items) must be returned food-free and rinsed with hot water in their original containers. Linen must be returned food-free in mesh bags (supplied by us) to prevent mildew damage. All wax damage on linen will be billed to customer at current linen retail price.