

Policies and Important Information Regarding your Rental Order

This document is intended to help provide you with important information about your upcoming rental in order to help ensure that the delivery, use, pickup and return of the rental items left in your care goes smoothly. The following paragraphs and policies are in addition to, and do not limit or impair, the terms of your Rental Contract.

Please read carefully and contact us with any questions.

Reservations, Cancellations, and Payment Policies

Reserving your items: To reserve any wedding and event rental equipment, Morton Rentals/Peoria Rentals requires a non-refundable 25% deposit and signed contract.

Changing or cancelling your order: Any wedding and event contracts that are cancelled will forfeit the 25% deposit. We understand that some orders may require changes during the planning process (+/- 15% of quantity). However, we strongly recommend that final counts are provided 2-weeks prior to a customer's event. Special order and sub-rental items are non-refundable in all events. All quantities and payments must be finalized at least 7 days prior to your originally scheduled delivery date, after which, no further changes will be permitted unless separately agreed in writing by PMR in its sole discretion (Note: Changes made after the 7-day deadline will require payment of a separate change). Tool and equipment rental orders can normally be changed at any time prior to commencement of the rental term without additional charge. All changes to rental orders (including both event and equipment rentals) are subject to availability in all events.

Site Visits: Site visits may be arranged by contacting one of our rental specialists. The site visit enables us to help you determine what items, quantities and sizes you may need. A non-refundable fee will be required for an on-site visit, please ask one of our event specialists for pricing. Such visits should be scheduled at least 2-weeks prior to your event.

Cancellations due to weather: If severe weather (heavy rain, lightning, snow, sleet, flood, temperatures below 40 degrees Fahrenheit ("F"), or winds in excess of 20 mph) occurs or threatens to occur, we understand that it may be necessary to cancel your event, and therefore, your rental. You must, however, notify us at least 24 hours prior to your scheduled delivery or pickup date and time in order to limit your liability for the amounts due in connection with your scheduled rental. In such event, if we receive timely notice of cancellation from you (or if PMR elects, in its sole discretion, to cancel your rental as a result of actual or threatened severe weather), we will retain only your initial 25% deposit and waive our right to collect the balance of the Rent due under your Rental Contract. You will also have the option to reschedule your rental within 1 year from the date of the cancelled rental (subject in all events to availability of the requested item(s) and your payment in full of all amounts originally due under your Rental Contract, without waiver, reduction or setoff).

Inflatables: Please carefully review our Inflatable Safety Guidelines for more helpful tips!

Tents: Heaters may be required in the event the outside temperature falls below 40 degrees F. Contact us for details.

Tool and equipment rentals can be cancelled due to severe weather any time prior to commencement of your rental without penalty. After your rental commences, the rental period may be reduced as a result of severe weather, in which event, the Rent will be reduced upon your return of the rented item(s) to PMR in order to account for the actual time used (but in any event, not to less than the minimum Rent set forth in your Rental Contract).

Payments: We accept Cash, Check, VISA, Discover, MasterCard, and American Express. For special events-related items: (a) a 25% deposit will be due at the time of reserving such items, which deposit will be non-refundable; and (b) payment of all estimated Rent and other amounts due under your Rental Contract will be required not less than 7-days prior to your scheduled delivery date. [Tool and equipment rentals do not require deposits.](#) Payment of all estimated Rent and other amounts due under your Rental Contract will be required [on or prior to commencement of each such rental.](#)

All rentals require a state issued photo I.D. or valid driver's license. Please see our General Policies for more information regarding refunds and accounts receivable customers.

Accounts Receivable Customers-Net 30: You may be eligible to establish a charge/credit account with PMR. If you wish to be invoiced or set up an account, a credit application will be required along with a signed contract.

Bad Checks: A service fee equal to the lesser of: (a) \$25, or (b) the maximum charge permitted under applicable law will be applied to any contract that is paid with a bad check.

Refunds: All refunds will be made through the same payment method in which the applicable payment was originally received by PMR. Checks and credit cards can take up to 3 full weeks to be received or to appear on statements, and cash may take up to 2 business days to be received.

Rental Period

Depending on the item, we offer 2-hour, 4-hour, half-day, and 24-hour/full-day, weekly, and monthly rates.

All wedding and event rentals are based on a 24-hour rental rate and will be due back the following calendar day by 5:00 p.m. local time. Our Saturday-Monday weekend rates are based on a 1-day rental for weddings and events. Contact us for answers to any additional questions regarding our weekend rates.

Rental rates for tools and equipment are typically charged in 24-hour increments (each, a "Rental Day") for use of up to 8 hours per Rental Day. We also offer 1-day rentals of tools and equipment on Saturdays between the hours of 7:30 a.m. and 5:00 p.m. local time (subject to the above referenced 8-hour use limitation and the terms of the following paragraph), and overnight rentals (allowing for up to 4 hours of use) on weekdays: pick-up after 4:00 p.m. and return at 7:30 a.m. local time. Additional time will be charged at our regular hourly or daily rates, as applicable.

1-day tool and equipment rentals are generally due back not later than 24-hours from the beginning of the rental, with the exception of rentals that commence on Saturdays. Saturday-only 1-day rentals are due back by 5:00 p.m. local time on the same Saturday if the 1-day rental rate is to apply. Rentals extending beyond 5:00 p.m. local time on any Saturday (e.g., through the following Sunday and/or any immediately succeeding holiday) will be charged for a full day (Saturday), and for one-half a day for each succeeding non-business day (weekend or holiday; allowing for not more than 4-hours of total use during each such non-business day), and will expire at 7:30 a.m. on the next business day.

Customer Pickup>Returns: For wedding / event rentals, we typically allow customers to pick-up their requested item(s) on the originally scheduled commencement date of their rental(s) and return such item(s) to PMR not later than 5:00 p.m. local time on the following calendar day for a 1-day rental rate.

Tool and equipment rentals generally cannot be picked up in advance or returned late without additional charges.

Overdue Item(s): If any item(s) is/are returned after the due date agreed upon on the Rental Contract (or if any such item(s) is/are returned other than in the condition required under the Rental Contract), the customer is responsible for paying a 1-day rental charge for each day during which any Item(s) remain unreturned or unavailable for further rental. Any item(s) not returned to PMR within 7 consecutive days following the originally scheduled return date set forth in the Rental Contract (absent a separate written extension agreement signed by PMR) will be deemed lost, stolen or destroyed, in which event the customer will be charged for the full replacement cost of such item(s), together with all costs and expenses incurred by PMR in connection therewith (including without limitation, the actual cost of such item(s), all taxes, tolls and duties as well as packing, shipping, delivery, and related charges, and all rent and other amounts accruing under the Rental Contract until such item(s) is/are returned to or received by PMR as required under the Rental Contract).

Limited Damage Waiver

Our limited damage waiver ("LDW") is **optional** and may be declined if the customer provides any and all physical damage (or "inland marine") insurance required under the Rental Contract, but must the decision to decline LDW must be made prior to the customer's receipt of any item(s) rented from PMR. If purchased and paid for by the customer prior to commencement of the applicable rental, LDW limits the customer's liability for accidental damage to item(s) covered by LDW during the rental term (subject to certain limitations and exclusions as set forth in the Rental Contract) to 20% of the first \$10,000 of such damage. Among other things, LDW does not cover damage resulting from misuse, abuse or breach of the Rental Contract. It is **NOT insurance**. The LDW fee is non-refundable. See your Rental Contract for additional details.

Dishes, Glassware, Flatware: If broken, pieces must be returned for LDW to apply (missing items will not be covered by LDW and will be charged at full replacement cost – this includes racking, flatware tubs and crates).

Damage Waiver Declined: If LDW is declined, the customer will be responsible for 100% of any loss, damage to or destruction of the rented item(s) (at full new replacement cost). We reserve the right to charge the customer's debit and/or credit card(s) on file after we have notified the customer of the damages.

Examples:

Covered:

-wine glass or dish accidentally broken or chipped, if the pieces are returned or documented

-tent damaged in wind storm or hail damage

-inflatable accidentally damaged by a seam rip

Not Covered:

-rental item falls out of a customer's vehicle

-glass or dish broken and pieces are not returned or documented

-items that are missing or lost

Customer Pick-Up Policies

We offer customer pickups and returns Monday-Saturday during business hours. Certain items may require delivery by one of our rental specialists. Please keep in mind the size of vehicle needed to pick up equipment. Most tables and inflatables will require a large pickup truck or trailer to transport. If you are unsure, please ask one of our rental specialist for more information.

Tool and equipment rentals: If towing equipment, you are responsible for providing a towing vehicle able to safely tow the weight of the equipment rented, and the proper light connections. If renting our trailer, you are responsible for providing a towing vehicle able to safely tow the weight of the trailer combined with the weight of the equipment rented, the proper light connections, electric brakes if required, and the correct size hitch ball. Customers with bumper mounted hitches may not be allowed to tow our equipment if, in our judgment, the bumper hitch is not capable of safely towing our equipment. Please refer to your Rental Contract for additional requirements.

Delivery and Pickup Policies

All deliveries will require a signature upon time of delivery. It is the customer's responsibility to verify, examine and test all items and counts and immediately notify PMR of any discrepancies, malfunctions and/or defects. Otherwise we will assume all counts were correct and all items were complete, in good order, condition and repair, and otherwise in all ways acceptable to you upon our delivery or your receipt of the same.

Tail-Gate Deliveries and Pickups Include:

- Ground-floor drop-off/pick-up, and leveled surface to accommodate wheeled carts if needed.
- Deliveries/Pickups that occur Monday-Saturday between 8:00 a.m. and 5:00 p.m. local time.
- Tables and chairs will be dropped off in stacks and must be properly re-stacked prior to our retrieval. Additional fees may apply if items are not stacked.
- Linens, in most cases, will arrive on z-bars and will be hung inside nylon bags. Linens will need to be placed into nylon bags upon pickup arrival.
- Dinnerware, glassware, and flatware will be dropped off in plastic crates and tubs, and will need to be rinsed of food and placed back into the same crates upon pickup or additional fees could apply.

Delivery Charge: We are located in Central Illinois with locations in Morton and Peoria, but we serve a much broader area. For deliveries/pickups to/from any location within 20 miles of our Peoria store, we charge \$60 (\$30-

delivery, \$30-pickup). For locations more 20 miles from our Peoria store, charges for deliveries/pickups are calculated at \$4 per mile one-way (which includes both delivery and pickup). If additional trips are required, additional fees will apply.

Example: Elmwood is approximately 26 miles (26 x \$4= \$104 for delivery and pickup)

Extended Hours Fee: Our regular business hours are 8:00 a.m. to 5:00 p.m. local time, Monday through Saturday. If we agree to provide any item(s) or services outside of our regular business hours, an additional charge of \$200 will apply in each instance (subject in all events to availability).

Delivery/ Pickup Window: Deliveries and Pickups will be scheduled for mornings (8:00 a.m. to 12:30 p.m. local time) or afternoons (12:30 p.m. to 5:00 p.m. local time), Monday through Saturday. Deliveries / Pickups requiring less than a 2-hour advance notice window will be charged an additional \$50. For Deliveries and/or Pickups which require more exact timing (within a half-hour window), a \$100 one-time fee will apply in each instance.

****All customers have the option to call us within 24-hours before their scheduled delivery date and time for a closer estimated delivery time, and we can have someone notify you when we are on our way.****

**Additional fees may apply if there are issues at the time of delivery (stairs, elevators, long hauls, delivery/setup area not prepared, cleared of obstacles or animal feces, properly sheltered and protected in the event of inclement weather, decorations removed, etc.). **

Setup and Teardown Policies

Unless otherwise reflected in your Rental Contract, the following items will include setup and teardown in the estimated Rent: *Inflatables, tents, stage, dance floors, arbors, trellis, light structures, chiavaris, vineyards, and Louis chairs*

The foregoing notwithstanding, the following items will require an additional setup and teardown fee:

- Folding chairs (plastic or garden style): \$1 per chair;
- Tables: \$2 per table;
- Linens: \$2 per linen;
- Napkins: We do offer a service of pre-folding, but we do not place them at each table setting. Additional pricing will be offered upon request based on the difficulty of the fold;
- Café lights: Installation and teardown in our tents only (we do not install lights anywhere else but inside our tents) (\$1 per foot = \$45 per strand); and
- Dinnerware, flatware, and glassware: we do not offer any setup/teardown services that require placing table settings.

****If setup is required for any tables or chairs, you must provide us with a complete and accurate room or space diagram as well as an on-site contact person authorized to make decisions on your behalf. ****

Cleaning Policies

All items rented from PMR must be returned clean and free of food. Otherwise, additional charges will apply. Please see examples below..

- **Dinnerware, Glassware, Flatware:** Please ensure that these items are rinsed off due to sanitary reasons before return or scheduled pickup.
- **Linens:** Please shake out all linens before placing them into bags. **Wet or damp linens must be completely dried before placing into linen bags to prevent mold and/or mildew.**
- **Concession items:** Please ensure that all food particles are removed from each machine (example: popcorn)
- **Grills and griddles:** Please ensure that all cooking equipment is cleaned out upon return or scheduled pickup
- **Inflatables:** Please ensure that all inflatables are wiped clean as much as possible (sand, grass, mud, etc.)
- **Folding Chairs:** Please ensure that all chairs are free of mud, grass, and other dirt, debris, food and contaminants.

- **Tents:** Please ensure that all floral arrangements, tape, staples, trash, decorations and other items are removed from all tents and other temporary structures prior to our arrival (please also refrain from using candles with wax, tape or staples, or hanging anything inside our tents with the exception to the poles).
- **Paint Sprayers:** All painting equipment must be returned free of any paint on the exterior or the internal parts. Customer is responsible for thorough flushing of the sprayer. A cleaning fee of \$50.00 will be charged for a paint sprayer that has not been thoroughly cleaned.
- **Fuel:** Fuel powered tools and equipment will ordinarily be rented to the customer full of fuel (please notify us prior to commencement of your rental if that is not the case). Customers are responsible for fully refilling all tanks with the proper fuel(s), fluid(s) and lubricant(s) prior to returning the item(s) to PMR. If not full, we will charge \$8.00 per gallon for all fuel needed to fill the tank.
- **Mud, Dirt, and Dust:** All equipment and tools must be reasonably free of excess mud, dirt, dust, debris and contaminants (including silica and asbestos) before such items are returned to PMR.

**If the items above are returned and require additional cleaning, an additional cleaning fee will be charged based on the equipment used, and the amount of labor required. **

Table and Chair Policies

- Table and Chair rentals do not include setup and teardown unless it is a specialty item. Please see our setup and teardown fees above.
- All Tables must be properly taken down (collapsed) and returned complete, reasonably free of dirt, debris and contaminants, and otherwise in good order, condition and repair, rental-ready, to their original delivery location.
- All Chairs must be properly taken down (collapsed), stacked onto chair carts (if provided), and returned complete, reasonably free of dirt, debris and contaminants, and otherwise in good order, condition and repair, rental-ready, to their original delivery location.
- **Chiavari and Vineyard Chairs:** Normally, standard setup and teardown fees are included in the Rent, but if a customer needs to take any of these items down without our assistance, all chiavari pads must be removed and placed into nylon bags provided by PMR. Vineyard chair pads must remain attached, but placed against the backs of chairs to help protect chairs when stacking. All chiavari chairs must have the protective chair cover replaced and ready for pickup in stacks of 7.

Dinnerware, Flatware, and Glassware Policies

Customers are responsible for rinsing all dinnerware, flatware, and glassware items for sanitary reasons. Here are some helpful tips for repackaging your items after use to prevent any breakage...

- **Dinnerware Crates:** Please keep the plastic liner inside each crate, as doing so will help protect the rented items from breakage and serve as a moisture and leak barrier.
- **Flatware:** Please place all rinsed flatware into any bus tubs provided by PMR and separate all utensils by type.
- **Glassware:** Please empty any excess liquids, dry the items, and place them upside down back into the plastic racking provided by PMR. If different types of glassware were rented, please place each glassware type in its designated crate.

Linen Policies

Customers are not responsible for laundering any rented linens (please do not do so). Here are some helpful tips for tearing down your linens and preventing any damage:

- Linens should be free of candle wax, holes, burns, or ink, shaken out and placed into nylon bags provided;
- Customers are responsible for any damages due to negligence (even if LDW applies), and will be charged the full replacement cost of any linen damaged as a result of negligence;
- If linens are wet, please allow time to let them air dry before placing into the nylon bags, as this will prevent mildew (**REPACKING OF LINENS THAT ARE WET OR DAMP WILL RESULT IN MOLD AND/OR MILDEW, FOR WHICH YOU WILL BE LIABLE, EVEN IF YOU HAVE PURCHASED LDW**);

- Plastic skirting clips (standard and wide options available) are sent with skirting orders that require them. If they are not returned to PMR upon the expiration or termination of your rental, you will be charged for their full replacement cost.
- We ask that hangers be returned for recycling.

Helium Tank Policies

With respect to helium rentals, the rented item is the helium cylinder, which must be returned to PMR complete and in good order, condition and repair in order to avoid being charged for its replacement cost. The purchased item is the helium gas that fills the rented helium cylinder. All tank prices include tank rental, helium purchase, and applicable taxes.

- Sizes available: small-40cf, medium- 60cf, large-80cf, XL-200cf
- All charges are final, there are no refunds for helium not used.
- Each tank rented will come with 1-nozzle
- Tank rental per month is \$19.80 (this is an additional fee on the initial price of the helium and tank rental).

Concession Equipment Policies

Concession equipment may be damaged during, or malfunction as a result of, transportation. It is the customer's responsibility to carefully review all safety instructions and manuals provided or made available in connection with such equipment, to carefully examine and test such equipment upon its delivery to the event site, and to notify us of any issues within 30 minutes of its arrival. In all other events, we will assume such items are in good working order.

We sell concession supplies individually and in bundles including:

- Popcorn Bundles (popcorn packets (including oil, butter, salt) and bags for 50 people)
- Cotton Candy Bundles
(Flavor: 1-Blue Raspberry or 1-Pink Vanilla floss sugar and cones for 50 people)
- Snow Cone Bundles
(Flavor: 1-Blue Raspberry, 1-cherry, 1-Lemon-Lime, 1-grape, or 1-orange syrup, 1-white pump that must be returned after rental- or charge may incur, and cones for 50 people)

Please make sure that all loose food items are removed from all rented items upon pickup by or return to PMR.

Examples: Popcorn removed; cotton candy bowl wiped out; ice removed from snow cone machine.

Inflatable and Bounce House Policies

Customers will be responsible for calling JULIE within 14 days, and no later than 2 business days prior of setting up the inflatables whether the customer will be doing a pickup/return or having us deliver and pickup. As part of our tailgate delivery/pickup, the inflatables will just be dropped off in the general location of setup.

- Inflatables are reserved on a first come, first served basis, by making a deposit or full payment;
- 25% deposit is non-refundable in all events;
- If inflatables are returned excessively dirty, we reserve the right to charge an additional cleaning fee based on the extra amount of labor required;
- For pickup/returns, please verify with Morton/Peoria Rentals personnel what type of vehicle is needed to transport the inflatable. Most inflatables when rolled up require at least a standard pickup truck bed, and can weigh between 200-400 lbs.

*** See our Tent Policies below for additional requirements.**

****Please see our inflatable guidelines, for any questions or concerns regarding inflatables. ****

Tent Policies

For all tent orders, the customer will need to provide PMR with an aerial diagram from Google Earth showing the preferred placement of the tent(s), complete our tent evacuation form, and provide to us complete and accurate copies of any and all tent permit(s) and/or other related authorization(s). PMR contact JULIE for all tent installations performed by PMR, but we will need to have a designated site contact person for any questions about the installation site.

Tent requests received by PMR less than 7-days prior to any requested delivery and/or installation, are considered to be "last minute rush orders" and will require payment of a rush order fee. Any tents that require staking, must be reserved at least three business days in advance of the requested delivery/installation date, as JULIE requires at least 2 full business days to survey and mark the delivery/installation site prior to driving stakes. Please see <http://www.illinois1call.com/> for more information.

Our tents are high quality, but they are not guaranteed to be waterproof, leakproof or weatherproof. **TENTS AND OTHER TEMPORARY STRUCTURES (E.G., INFLATABLES) RENTED FROM PMR ARE NOT TO BE USED AS PROTECTION FROM, AND SHOULD BE EVACUATED IN THE EVENT OF, SEVERE WEATHER.** Please also take the necessary precautions to protect any personal, electronic, perishable or valuable items placed in or under any tent(s), as PMR will not be responsible for those items.

Client installed lighting and décor:

We ask that customers refrain from use of tape, glue, rivets, nails, staples, or any type of adhesive to secure décor to tent vinyl pieces, poles, wires or frames. Zip ties are fine on poles and frames provided such ties are completely removed prior to the scheduled arrival of our retrieval personnel in connection with the expiration of your rental. Please **DO NOT STAIN, ATTEMPT TO WASH, PUNCTURE, REPOSITION, MODIFY OR OTHERWISE DAMAGE ANY TENT, OTHER TEMPORARY STRUCTURE, SUPPORTING STRUCTURE, SIDEWALL OR ANCHORING OR SECUREMENT DEVICE.**

Any and all décor not ordered through PMR but added to any tent rented from PMR must be removed prior to the scheduled arrival of our retrieval personnel in connection with the expiration of your rental.

Anchoring a tent:

Appropriate anchoring methods will be evaluated for each job.

Installations:

Asphalt: Tents can be erected on asphalt in some cases, but additional time and labor will generally be required in order to repair the asphalt after removal of the tent(s). To secure the tent(s), we typically drive iron stakes, each of which is approximately 3 feet (36 inches) long and 1 inch in diameter through the surface on which the tent is placed. After removal of the tent, we fill approximately 90% of each hole with sand or pea gravel, and the remainder with ready-mix asphalt. The additional cost of doing so is \$5.00 USD per hole.

Concrete: When a tent is installed on a concrete surface, we drill holes through the concrete and screw in eye-bolts. Guide ropes secured to the eye-bolts anchor the tent. After removal of each tent, we will repair each hold at an additional cost of \$10 per hole.

Water Barrels: Water barrels can be used in lieu of staking and/or anchoring as described above for our 20'x20' frame tents, but anything larger will require staking. If water barrels are used, the customer will be responsible for providing an on-site water source and a hose long enough to reach all barrels once in place.

At least 72 hours before your scheduled rental in each instance, you must: (a) obtain the express written approval of the owner of the site to the means and methods of installation (and if applicable, repair) of each tent and other temporary structure (if any) rented from PMR; and (b) deliver a complete and accurate copy of such approval to PMR.

Permits:

It is the responsibility of the customer to obtain and pay for any and all necessary inspections, licenses and permits and approvals (collectively, "Authorizations"), including those to be provided by local permitting and licensing authority(ies) (e.g., applicable building inspectors, building permit authorities and fire departments) without material exception, qualification or limitation, at least 2 weeks prior to the scheduled delivery/installation date of each tent or other temporary

structure rented from PMR. Obtaining and maintaining all such Authorizations for the duration of the rental will remain the responsibility of the customer at all times. We must receive a complete and accurate original (or copy) of the appropriate tent permit for each tent rented from PMR not less than 24 hours prior to commencement of the delivery window with respect to your rental. If you fail to timely provide all of the above referenced Authorizations (including without limitation, the subject tent permit(s)) at least 24 hours prior to commencement of your delivery window, we reserve the right to cancel and/or postpone delivery and/or installation of the subject tent(s) and/or other temporary structure(s). Please see <http://www.peoriagov.org/fire-department/fire-fees-and-permits/> for more information.

JULIE Procedure:

Illinois State Law requires all tent installers to contact JULIE (Joint Utility Locating Information of Excavators) before a tent is installed. We typically call JULIE the Wednesday prior, the week of your install. The locators generally arrive within 2 business days to mark the area of the tent.

We recommend that customers: (a) place white flags to mark where the tent is to be placed; and (b) **clearly and properly mark all private underground sprinklers, utilities and other improvements that might be damaged in connection with the installation of the tent(s) or other temporary structure(s)**. We will not be responsible for any damage to underground lines or other improvements (including sprinkler systems) that are not clearly and properly marked above the ground surface.

****We supply white flags at either location, for no additional charge.****

Underground Utilities and Sprinkler Lines:

Customers are solely responsible for identifying and marking all private underground lines, utilities and other improvements. Customers assume full responsibility and liability for damage to such lines, utilities and improvements, and agree to hold harmless and indemnify PMR with respect to the same.

Preparation for Tent Installation and Teardown:

For a traditional tent, the first step our crews take upon installation is to spread the tent out flat on the ground in the area where it will be erected. It is important that the customer has cleared the area of any obstructions before PMR's installers arrive at the installation site. This includes any and all overhead obstructions as well. Tent peaks can range between 20'-25' tall. After an event, the tent must be completely empty before we can take it down. If our crew must clear the site before installation and/or removal of any tent(s), additional fees will apply.

All tent rental charges include standard labor to install and remove each tent. Non-standard installations and/or removals (for example, short time windows and/or working around obstacles such as pools, decking, terraces, landscaping, etc.), if agreed to by PMR, will require payment of additional charges based primarily on the time, materials and labor required.

Damage to a Tent:

Customers are solely and exclusively responsible for any and all damage to items rented from PMR for the entire period from the time such items leave PMR's possession until such items are returned to and accepted by PMR. By way of example (and not by way of limitation), each customer assumes all responsibility for damage resulting in connection with attaching items to tent frames, cooking and use of open flames in or near to any tent(s), and use of heaters and heat sources in or near any tent(s).

Hazardous Conditions: Hazardous conditions (including weather) may make it necessary to postpone or cancel one or more rentals or related activities and/or evacuate one or more items rented from PMR. By way of example (and not by way of limitation):

Postponement / Cancellation: Anything to the contrary set forth in these policies notwithstanding, we reserve the right to postpone and/or cancel any rental, delivery, installation and/or removal of any tent(s) or other temporary structure(s) in the event weather or other conditions or circumstances render the same unsafe or unduly hazardous, in our sole discretion.

High wind events: Wind can cause the tension of the tent to change by loosening ratchet assemblies, pulling stakes, or causing poles to move or sink. It is important to do routine checks and maintain the correct tension on the tent top at all times. If at any point, you become concerned about the safety of you and your guests, evacuate the tent immediately.

Lightening: Evacuate the tent immediately, until the possibility of lightening striking is not present.

Snow: Tents are not structured to withstand heavy snow. Tents should not be used if any snow is present or anticipated, and guest should be evacuated immediately in case of snow load collapse.

**We are not responsible for any damage to personal items underneath the tent. **

Recommendations:

- Mow all grass at the installation site approximately 3 days prior to day of install
- Spray the planned installation site for insects in advance

Installation of Electrical Items:

When installing any tent lighting or fans, we will run power cords to the closest power source. If arranged in advance, we can supply extension cords for an additional charge to run power to the power source. If you are providing your own extension cords, please have them ready and available prior to our team's arrival.

If any lighting is installed by our team, we will test each strand on site, but we assume no responsibility for the propriety or adequacy of any power, utilities or other resources at the site. It is the customer's responsibility to provide proper and sufficient types and levels of power. PMR's sole and exclusive responsibility with respect to lighting is to ensure that all lights work when PMR's employees and/or contractors responsible for the same are present at the site.