Cantele
TENT RENTALS

37 Bender Blvd, Ghent NY   12075

518-822-1347
Office & Fax

RENTAL CHECK LIST:

- A signed contract <u>and</u> 25% non-refundable deposit are required to reserve any items.
- **Rain Plans:** A signed rain contingency form is required <u>along with</u> a 50% non-refundable deposit and signed contract to reserve items.
- All deposits are non-refundable for any reason of cancelation.
- All final changes and balances are due 7 days prior to event.
- For payment we accept **MC or VI** with a 5% handling fee applied, check or cash at no additional fee.
- Rental duration is 24 hours only, reflected by the date on the signed contract. Any additional days/time periods are charged starting at 15% of the rentals. Use of any rental items for more than 24 hours must be requested no later than 7 days prior to the event.
- Permits are the responsibility of the customer to obtain (required in certain locations).

   -If required by your location, for an additional fee, a permit can be procured by Cantele Tent Rentals

- Customer is responsible for making sure the rental items delivered match their rental order.
- Any damaged or missing rental items must be brought to Cantele's attention immediately after delivery/prior to event date to allow time for necessary revisions.

   - **No refunds** will be issued after the rental period for claims of non-delivered or un-usable items

- Delivery schedules are made at the beginning of each week with jobs clustered by location. We call the delivery contact provided mid-week to schedule when delivery will be. Deliveries are 1-3 days prior to the event & pick-ups 1-2 days after (***customers must always be prepared for delivery 3 days in advance and pick-ups next day***). We can note a "preferred" delivery/pick up at no additional charge. "Preferred delivery" means we will try our best but cannot guarantee. For any specific delivery day, delivery time, pick

- up day, or pick up time there are fees to make such occur for you. Any specific delivery and/or pick up must be arranged prior to delivery. Please note: Event location/Order size can and will affect delivery fees.
- **Delivery site must be 50' or less from truck**. Anything over 50' is subject to a charge relative to the size of the rental order, starting at $300.
- Any pickup/delivery after normal business hours (9am – 5pm) or Saturday/Sunday (outside of normal pick-up schedule) will be subject to additional fees. Sundays are included in normal schedule during peak season only (May – October).
- The rental date is listed on the contract. The rental items will be removed either the day after or up to 2 days later.

- **All items will be left stacked neatly for the customer to use how/where desired. All rental items are to be returned to the delivery location and stacked neatly for our crew to come take away unless otherwise discussed and noted on the contract. Our crews pick up and drop off at 1 location only, crews are not responsible for searching any areas for missing items.**

- Appropriate clean up fees will be applied to any orders that are not clean and ready for take away upon our crew's arrival unless otherwise discussed and noted on the contract.
- Customer is responsible for returning any missing items to our facility in a timely manner in the event that any items are missing upon pick up of the event.
- Tables and chairs are not set up by the rental crew unless previously arranged for an additional fee.
- Tent sides are not hung unless previously arranged for an additional fee. Tent sides do not "Roll Up".

- Dishware/Catering items – All dishware and serving items will be delivered in color coordinated racks or bins. **ALL** items must be returned to the correct racks or bins and rinsed of any excess food. All glassware must be in correct racks placed upside down to avoid any liquid remaining before pickup. Fees starting at $150, depending on order size will be assessed if task is not complete before pickup.

- **Please contact Cantele's with any questions on how to operate rental items prior to event date. Cantele's is not responsible for/will not refund for user error.**

SIGNATURE   **DATE**