



# Linen Rental Terms & Conditions

1. This rental contract forms the sole agreement between the customer and Eva's House Events Linen & Décor. The customer agrees to indemnify and hold Eva's House Events Linen & Décor harmless for any claims from use or misuse, including any third parties for loss, injury, and damage to persons or property arising out of the customer's negligence or operation including legal costs incurred in defense of such claims.
2. **An initial \$150 deposit is required at the time of the signing of the contract to reserve your date. This deposit is non-refundable but will go toward the final payment. A 50% deposit, a valid credit card on file, and this signed agreement are required to book rental items.**
3. **Final numbers and payment are due 15 days before event date and must be paid in full with cash or credit card. Additional charges may apply if count goes beyond the original count in contract.**
4. Cancellations: Deposit is ONLY refundable prior to 120 days before event date. Every effort will be made to work with the client.
5. It is the customer's responsibility to check the contract for accuracy concerning items rented and location(s) if delivery is involved.
6. Delivery, pickup, and setup services are available and rate is based on city of delivery and pickup. Arrangements must be made at the time of reservation. Standard delivery fees are based on first floor drop off and pickup and does not include setup unless prearranged and paid (tailgate delivery)
7. Setup/tear down services and delivery to other than ground floor is available at an additional charge. Arrangements must be made in advance. (Sunday or after hours deliveries are available with an additional charge)
8. It is the customer's responsibility to ensure accuracy of count if picking up.
9. The Customer acknowledges that they are personally responsible for inspecting the rental items prior to their use on the event date. Notification of any defects must be made on or before this date. The Customer acknowledges that there are no warranties on items from minor defects, as there may be some normal wear and tear that is not readily apparent. These defects do not constitute a breach of contract.
10. Any special order fabrics and colors are available at an additional charge and require a 30 day advance notice for special orders.
11. We require a 30 day notice of any change in orders.
12. Do-It-Yourself rental items must be returned within 48 hours following the event to avoid late charges. (Sundays & Holidays not included).
13. No glitter or sparkles are to be used on any items. Returned items must be free of wax, excessive food, garbage, and pins. Wet items should be dried before being placed in bags for return or mould will form. **Wax, sparkles, and mould will always ruin linen and result in charges being applied (see #13).**
14. Chair cover ties and sashes must be undone prior to return. A charge of \$0.75 per item is assessed if ties are required to be undone.
15. China, flatware, glassware, chargers, fountains, etc. *must be well rinsed* and returned upside down in the original containers.
16. Full Service rental items include next day removal. If required for the **same evening after 10pm**, a fee amounting to **10% of the final bill** or \$50, whichever is greater, will be assessed. Pick up in this case will be at the end of the function. End of function is determined by the DJ's last song or 1:00am, whichever occurs first, regardless of extended party hours.
17. Late return fees are 1/2 of the original rental rate for each late day or part thereof.
18. Customer assumes full responsibility for all rented items, including their safe and proper use, operation, maintenance, and return. Customer is responsible for all losses, damages, or repairs. **All**



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the client is notified. Once notified, linen will be laundered to try and fix the damages. Third parties (ie. event planners, hosting facility, caterers, etc) cannot be held responsible for payment of lost or damaged items. It is the customer's responsibility to provide a contact person for damages if they will be out of town following the event.

19. Laundry bags will be provided for returning rented linen. The replacement cost for bags (or bins) not returned is \$15.00 each.
20. We reserve the right and your signature is in agreement to charge the replacement costs to the credit card you have placed on file.
21. If a rental item becomes unavailable due to damage upon its previous return, all efforts will be made to substitute another or a refund will be given for that particular item.
22. Cancellations and/or reductions must be made a minimum of 14 days prior to the date of set up/pick up to avoid full charge of the contract. In no case is the 50% deposit refundable at any time within 120 days prior to event.
23. The Customer agrees that a faxed or emailed copy of this contract with the Customer's signature can serve as a legal binding consent to the contract and its terms and conditions regarding the items specified on the customer's Rental Contract.

Primary Contact / Renter Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Other billable fees or requested/required expenses or staff costs will be quoted and detailed on separate invoices, as costs are determined or necessary. All expenses will be estimated and approved prior to being incurred.

No refunds will be paid 30 days prior to an event, as your agreement to rent from Eva's House Events Linens & Décor on this date may cause the loss of additional bookings or business. In addition, expenses incurred such as rentals or purchases necessary to produce your event may not be refunded, or may not be refunded in full if costs have been incurred toward that obligation. We accept Visa, Master Card, American Express, and Discover credit cards.

All balances must be payable to Eva's House Events Linens & Décor 14 days in advance of the event. If the balance has not been paid Eva's House Events Linens & Décor has the right to cancel your order.

**A SIGNED AGREEMENT AND A \$150 DEPOSIT MUST BE RECEIVED TO RESERVE YOUR DATE AND TIMES!**

Acknowledged, Agreed, and Authorized by Primary Contact/Renter:

\_\_\_\_\_ Date: \_\_\_\_\_

Acknowledged and Agreed by Eva's House Events Linens & Décor:

\_\_\_\_\_ Date: \_\_\_\_\_