



RENTAL POLICIES

Please review these policies before confirming your reservation. They summarize important information regarding reservations, payments, cancellations, delivery, equipment care and rental responsibilities. Your signed Rental Agreement contains the complete terms applicable to your individual order.

1. Reservations & Deposits

A **25% non-refundable deposit** is required to confirm standard-season reservations. A quote or estimate does not reserve equipment; inventory is reserved only after the required deposit is received and the order is confirmed by Christina's Party Rentals.

The remaining balance must be **paid and cleared 14 days prior** to the event or delivery date. Holiday Season, custom and special-order items may have different payment requirements.

2. Estimate Validity

Pricing on estimates is valid for **7 days from the date of the initial estimate**. Until a reservation is confirmed, pricing and product availability are subject to change.

3. Changes & Additions

Additions may be requested based on inventory and scheduling availability. For standard-season orders, items and quantities may not be reduced, removed or exchanged once the order is within **14 days of the delivery or rental date**.

Holiday Season orders cannot be reduced or cancelled after confirmation. Additions may be made only when inventory and scheduling permit.

4. Cancellation Policy

The initial 25% deposit is non-refundable. For standard-season events, cancellations received at least 14 days before the event or delivery date may receive a refund of payments made above the deposit. Cancellations within 14 days are non-refundable.

The cancellation policy applies regardless of the reason for cancellation, including changes in plans, venue issues, illness, travel disruptions or weather.

5. Custom & Special-Order Items

Custom pieces, specialty fabrication, special-order products and merchandise purchased specifically for an event are **non-refundable**. Special payment requirements may apply.

6. Holiday Season

For events occurring during the designated **2026-2027 Holiday Season, October 1, 2026 through January 7, 2027**, reservations must be paid in full at the time of booking and are non-refundable.

- Holiday Season orders cannot be cancelled or reduced once confirmed.
- Items may not be removed or exchanged for lower-value items.
- Additions may be requested based on remaining inventory and scheduling availability.
- Special terms may also apply to other designated holidays and high-demand dates.

7. Payment Terms

Christina's Party Rentals accepts Visa, Mastercard, American Express, Discover, debit card, ACH transfer, wire transfer, Zelle and cash. Checks and invoicing are available only to approved companies with an established credit account.

Credit card payments are subject to a **3% processing fee**; debit card payments are not. ACH, wire and approved check payments must be fully cleared no later than 14 days before the event or delivery date. All orders must be paid in full before equipment is released for delivery or customer pickup.

For Holiday Season events occurring **October 1, 2026 through January 7, 2027**, full payment is required when the order is placed.

8. Rental Period

Standard rental rates are based on a **single-event/24-hour rental period** unless otherwise stated. Equipment may be delivered before the event and retrieved afterward based on our routing schedule. Multi-day and long-term rental rates are available upon request.

9. Delivery & Customer Pickup

Delivery charges are based on distance, location, order size, equipment, accessibility, scheduling and requested service windows. Standard delivery includes unloading at **one mutually agreed-upon, accessible location**.

Setup, breakdown, stairs, elevators, long carries, multiple onsite locations, restricted access and special handling are not included unless specifically contracted.

Customer pickup is available for qualifying orders. Customers must arrive with an appropriately sized **enclosed vehicle** and safely secure and protect all equipment. Christina's Party Rentals may refuse loading when a vehicle is unsuitable for safe transportation.

10. Site Access

The customer is responsible for providing accurate venue, access and site-condition information before service. Additional charges may apply when actual conditions require more labor or time than disclosed.

- Stairs, elevators or freight elevators
- Loading docks, security checkpoints or restricted parking
- Long carries, rooftops, beaches, sand or uneven terrain
- Multiple buildings or event areas
- Waiting time, inaccessible locations or additional trips

11. Setup & Breakdown

Setup and breakdown are not included unless specifically stated on the Rental Agreement. When table and chair setup is contracted, our crew will open and place the contracted tables and chairs according to the approved layout or onsite direction.

Standard table and chair setup does **not** include linen placement or removable chair-cushion installation unless specifically contracted. For larger or more complex events, a final site plan should be provided in advance.

When breakdown has not been purchased, tables and chairs must be folded or broken down, stacked and consolidated at the agreed pickup location. Linens, cushions, decor, food and personal items must be removed before our crew arrives.

12. Inspection Upon Receipt

Please inspect your rental order promptly after delivery or customer pickup. Verify quantities, items and visible condition, and test essential mechanical or electrical equipment before it is needed.

Missing, incorrect, damaged or malfunctioning equipment should be reported to **305-969-1025** as soon as discovered, preferably before use and no later than the end of the business day on the day delivery is completed.

13. Customer Responsibility & Equipment Care

The customer is responsible for rental equipment from the time it is delivered or picked up until it is returned to or retrieved by Christina's Party Rentals. Equipment must be secured and protected from theft, misuse, rain, sprinklers, standing water and other damaging conditions.

Do not paint, drill, staple, cut, tape, modify, bypass safety devices or attempt unauthorized repairs to rental equipment.

14. Missing, Lost or Damaged Equipment

Missing, lost, stolen, destroyed or damaged equipment may be subject to cleaning, repair or replacement charges. A valid credit card may be required to remain on file and may be used for authorized charges due under the Rental Agreement.

Wood equipment should be wiped dry and protected promptly if exposed to moisture. Warping, swelling, rust, corrosion or other permanent weather-related damage may result in repair or replacement charges.

15. Dishware, Linens & Returns

China, glassware and flatware do not need to be washed or sanitized, but must be **rinsed free of food and beverages** and returned in the original racks, crates or containers. Food-service equipment must be emptied and reasonably free of food, grease, oil, liquids and debris.

Please **do not wash rental linens**. Shake them free of food and debris. Wet or damp linens should be allowed to air dry and must never be sealed in plastic. Tears, burns, wax, mildew, permanent stains or unauthorized alterations may result in additional charges.

16. Unused Equipment

Once equipment leaves our warehouse through delivery or customer pickup, it is considered rented. **No refunds or credits are provided for unused rental equipment.**

17. Tent Installation & Site Conditions

Tent installation requires a suitable, accessible and reasonably level site with adequate clearance and anchoring conditions. The installation area generally must be larger than the tent dimensions to allow for anchoring and installation.

When space or site conditions are uncertain, Christina's Party Rentals may require measurements, photographs or an onsite tent measurement/site inspection. **Additional fees may apply** depending on location, travel, site complexity and the scope of the inspection.

Installed tents and structural components may not be moved, repositioned, dismantled or altered by the customer, venue or other vendors.

18. Underground Conditions

The customer or property representative is responsible for identifying and disclosing underground utilities and conditions before tent staking or installation.

- Irrigation and sprinkler lines
- Electrical, gas, cable or communication lines
- Plumbing and drainage
- Septic systems
- Pool plumbing, landscape lighting and other underground structures

19. Weather & Safety

Rental equipment must be protected from weather unless specifically designed and approved for outdoor exposure. Tents are temporary structures and are **not shelters for severe weather**.

Christina's Party Rentals may delay, modify, discontinue or refuse installation or service when conditions are unsafe. Tents should be evacuated during high winds, severe thunderstorms, lightning, flooding or other dangerous conditions. Weather-related cancellations remain subject to the applicable cancellation policy.

20. Permits

Permit requirements vary by municipality, venue, event and installation. Customers must disclose known permitting requirements as early as possible. Permit, engineering, fire inspection and administrative fees may be charged separately and are not automatically included unless listed on the Rental Agreement.

21. Venues & Certificates of Insurance

Certificate of Insurance (COI) requests should be submitted at least **14 days prior** to the event with the venue's complete requirements. Certain COI requests may incur an additional fee depending on required endorsements, wording, limits or documentation.

Customers are responsible for providing venue requirements that affect delivery, pickup or installation, including loading docks, elevators, vendor access, parking, security, permits, setup/breakdown deadlines and restricted service windows.

22. Equipment Problems & Service Calls

If equipment is not operating correctly, stop using it if continued operation could be unsafe or cause damage and call **305-969-1025**. Do not disassemble, modify or attempt unauthorized repairs.

Depending on the time, location, issue and technician availability, Christina's Party Rentals may provide troubleshooting assistance or dispatch a technician to repair or replace the item when appropriate. If a technician is dispatched and the equipment is found to be operating correctly and the issue is determined to be user error, a service-call fee may apply.

Problems should be reported as soon as they are discovered. Waiting until pickup or after the event may prevent us from verifying the issue or providing an event-day remedy and may affect eligibility for a credit or adjustment.

23. After-Hours & Urgent Rental Issues

For urgent issues affecting an active or imminent event, call **305-969-1025**. Our team remains available for time-sensitive rental issues. Please have the name on the order, event location, affected item and a description of the problem available.

Routine quote requests, future availability, invoice requests and non-urgent order changes should be handled during regular business hours.

24. Product Appearance & Availability

Rental inventory may display normal variations in finish, color, age and wear. Website photographs are representative and do not guarantee that every individual rental piece will be visually identical. Products, specifications, pricing and availability are subject to change.

25. Acceptance of Terms

Confirmation of a reservation, customer pickup, acceptance of delivery or use of rental equipment constitutes acknowledgment of the applicable Rental Agreement and policies. The signed Rental Agreement contains the complete terms applicable to the individual order and controls in the event of a conflict.

Questions About Our Rental Policies?

If you have questions about your reservation, delivery, cancellation terms, venue requirements or rental responsibilities, please contact our team before confirming your order.

Christina's Party Rentals
305-969-1025