**SWH Party Rentals Delivery & Pickup Guidelines**

**Standard Delivery Rates:**

- Standard Delivery Rates are priced based upon city/region starting at $25 Flat Rate and are based on Curbside (“Off-the-truck”) deliveries ONLY.

- Curbside Delivery is defined as:

* Delivery to a ground level location close to the truck, with no steps or obstructions.
* Rental items are neatly stacked in a mutually convenient location, for both the driver and the renter. Please notify your event rentals specialist if the delivery location consists of stairs, elevators and other labor-intensive deliveries.

- Deliveries are typically made either the day before or the day of your event and pick up the day following event. When making your reservation, renters must provide a 3-hour minimum delivery window between the hours of 7 AM and 6 PM. If you require delivery or pickup between the hours of 7PM and 6 AM (before/after regular delivery hours), After hours delivery fees may apply.

- As there often are many Deliveries/Installations in a day, Southwest Hospitality Party Rentals cannot always provide customers with an exact time for delivery/pick-up. Specific or Narrower delivery times are available upon request, at an additional cost.

**Additional Delivery Fees:**

**Setup/ Breakdown Services:** Upon request, our crew members can Setup and Breakdown tables, chairs and other rental items for your event, at an additional fee. This service must be arranged with Southwest Hospitality Party rentals prior to your scheduled delivery. Setup/ Breakdown is included in the rental cost for all tents, stages, dance floors, etc., and are to ONLY be installed by an SWH Party Rentals employee for proper installation and liability/insurance purposes.

**(NO Customer Pickups allowed in these items)**

**Portage/Long Carry Fees-** Long Carry & Portage Fees apply to site delivery locations with far travel distances from the delivery truck to delivery location. As well as applies to, when equipment must be transported up or down stairs, steep slopes, elevators or through multiple entries/doorways. If your delivery requires any portage or long carries, please discuss this, in advance, with your Event Consultant and applicable fees will be added to your rental contract.

**Return Fees-** Inaccurately provided delivery addresses/directions or if access to delivery location is denied for any reason, Customer will be charged a return fee at half of original delivery cost for drivers to return. Drivers will grant a 10-minute maximum wait period for customer to arrive to site location, after which customer accepts wait time/ return fee.

**To Avoid Additional Charges/Fees, Please Notify Event Consultant in advance of:**

* Locations in gated communities or with restricted Access
* Any special driving directions or delivery instructions
* Rough Roads, Steep Hills and/or any other hazardous driving conditions
* If you will require setup/breakdown services or a delivery involving labor intensive obstacles.
* If contact on site will be someone other than yourself, as well as, contact information for on-site contact

**Customer Responsibilities:**

**For Delivery:**

* **KNOW WHERE EQUIPMENT’S GOING & HAVE AREA PREPARED PRIOR TO OUR ARRIVAL!**
* Customer must be available on site upon delivery, to confirm all items on the rental order have been delivered and are in working order. If customer is unable to make themselves (or a representative) available, client accepts all equipment delivered as is.
* At time of delivery, customer assumes possession of, and full responsibility for, all rental products delivered. Customer is solely responsible for security of all equipment from any theft, damages and/or unpredictable weather conditions during entire rental time.
* Equipment must be protected from the weather at all times and should be taken down and stacked before we arrive for pickup to avoid additional fees.
* Customer is also responsible for reviewing and understanding any operating instructions that are given with specific rental items (i.e. Concession machines, beverage dispensers, etc.)
* If there is a malfunction, do NOT attempt to fix or tamper with the equipment. Immediately report any problems to SWH Party Rentals regarding your rental items.

**For Pickup:**

* All items should be ready in a single location, secured, protected from the elements, and ready for pick up. All items are to be everything dry, clean, folded and neatly stacked, in the same location, in the same manner they were delivered. Items not meeting these conditions are subject to additional fees.
* We expect equipment to be returned clean. General use causing small amounts of dirt or dust is to be expected and will not be charged. However, **to AVOID additional cleaning fees**, we do ask that equipment is wiped free of any excessive dirt/mud, spills, tape/ adhesive products, sticky residue, ink/graffiti, food/gum and any other foreign substances.
* Dishes should be “Dishwasher Ready”. Rinse/ wipe all food service items free of food and debris and place them in their original crates/containers provided.
* Shake out crumbs and all foreign debris from linens, and place them in a bag or in a pile (if necessary). To prevent any mildew (or additional damage charges), **Please Do Not, UNDER ANY CIRCUMSTANCES, place any WET/DAMP linens in bags or piles.** Permanent stains, holes/tears, wax, burns, mold/mildew etc. will incur a charge at full replacement cost.
* Labor/breakdown charges will apply if equipment is not broken down and ready at the time of pickup.
* If you or your onsite contact is not present at the appointed pickup time, the pickup product counts will be considered accepted and final. Any missing or damaged items will be billed to customer accordingly.

**PLEASE NOTE: ALL CUSOMER RESPONSIBILITIES ALSO APPLY TO CUSTOMER PICKUP ORDERS.**

**Customer Pickup Orders Requirements:**

* Renters picking up their rental item(s) may do so between the hours of 9:00 AM and 4:30 PM, Monday through Friday on the date specified on the Invoice. Weekend rentals must be returned on the following Monday (or as specified on the Rental Invoice). If pickup or return needs to be on a Saturday or Sunday, you must schedule a time with Event Specialist in advance.
* Customer must provide sufficient transportation and must ensure that their vehicle **has the capacity to haul the items you will be renting.** Renters must bring necessary pads, blankets, tie downs and other items needed to protect their vehicle (from damage) and to ensure against damage to rented items.  Our staff will not allow any equipment to be tied to the tops of vehicles for safety and liability reasons.
* Customer is responsible for loading/unloading & properly securing rental items. While SWH Party Rentals Staff may assist you, we cannot guarantee employee availability.
* Southwest Hospitality Party Rentals and its employees are not liable for any damage to vehicles during loading/ unloading rented items. Customer is responsible for the security of all rental equipment and will be liable to any damages to equipment during transport.