**SWH Party Rentals- Tent Rental Terms and Conditions**

**Reserving Equipment:** Quotes and proposals do not guarantee availability of rental equipment. Tents are reserved only upon receipt of a signed rental contract and a 50% deposit. Your deposit is our commitment to you that the items you requested will be available for the date of your event. Tents are subject to availability.

**Payment**: Customer shall pay a 50% on all Tent Orders in order to confirm and reserve your equipment. 25% serves as a down payment towards the final bill, the other 25% serves as a Non-Refundable Deposit for reserving equipment. Down payments must be paid/ confirmed a minimum of 14 days prior to your event. Final payment is due no later than 3 days prior to the day of installation, unless “Upon-Delivery” arrangement, or other arrangement, has been made and agreed upon by both parties in advance. Orders placed less than 7 days prior to event will be expected to pay the full amount of rental order at time of reservation.

**Cancellations.** When you reserve a tent and any tent accessories, the items/equipment are immediately removed from our inventory, made unavailable for rent by any other party. Therefore, any cancellations received within fourteen days of the installation date, will be charged the full 50% deposit of tent rental order. Any Cancellations received more than 14 days prior to installation date, will be refunded the 25% down payment, but forfeits the 25% non-refundable deposit.

**Site Preparation:** Our standard installation method involves installing a tent at ground level. It is important to have the area prepared before the installation crew arrives (cleared of all obstacles and obstructions, trees/lawn trimmed, vehicles or parking lots cleared, animal waste removed, etc.). Stand-by fees will be assessed if an area is not prepared and our crew is not able to begin an installation upon arrival.

Customer is responsible for informing Southwest Hospitality Party Rentals of any existing underground utilities or impediments (gas, water and power lines, sprinkler systems, etc.) that may affect the ability to stake and/or anchor tents. All Existing underground utilities must be clearly marked. You can have blue stake services done for by calling AZ Before-U-Dig at 1-800-782-5348. If utilities are not properly marked, Customer assumes full responsibility of any damage if a line is hit, and understands Southwest Hospitality and its employee are not held liable for damages.

**Tent Installation:** The Client, or authorized representative of the client, must be present to authorize placement of the tent. Tents are to be placed one time only. If tent is to be moved, additional labor charges will be assessed.

Installation of tent(s) must be done correctly. To insure so, it is our strict installation policy that all tent rentals are installed and removed by our experienced crew members ONLY. Installation services are provided within the cost of the tent’s rental price. The price does not include side walls, water barrels, tent doors, or tent lighting.

Stake installations are our standard routine for installations and requires that we drive iron stakes approximately 3 feet in the ground for proper securing of tents. If on asphalt, our installation crew will require to drill holes and will fill/patch all holes left from stakes after removal, at no additional cost to you. If the event will not allow stakes to be driven for any reason, water barrels can/will be attached at every leg of tent, at an additional cost. Water source must be within 100ft of tent set up and must be provided by client Southwest Hospitality Party Rentals does not recommend water barrels to secure a tent, because they do not provide adequate holding power in windy condition or where wind gusts can exceed 10 mph. Although Water barrel installation is offered, it is not a preferred form of securing tents. SWH Party Rentals has the right to deny this type of tent installation by our discretion.

**Proper Use:** Absolutely under no circumstances should the structure or fabric of the tent be compromised by drilling holes, hanging heavy items in from structure (without prior consent), tearing or cutting of any fabric, loosening of tent ratchets/ tie-downs, removing of sidewalls or moving the tent.

Absolutely No fasteners or adhesives (tapes, staples, tacks, nails, glue, etc.) are to be used on tent vinyl for attaching personal items or decorations or any other reason. Chemical like Silly String substances often will cause permanent staining to tent canopies and sidewalls. If damages occur due to use of said items, customer agrees to pay fees necessary for either repair or replacement.

Although SWH Party Rentals only uses flame resistant vinyl for all tent structures, it does NOT warrant that all equipment is completely fireproof. The Customer shall take every precaution to prevent any fire. Customer understands there shall be no use of BBQs, Grills, Fireworks, Fire pits or Torches in the tent. In the event of any neglect in this regard, the Customer shall make good on any damages incurred.

**Cleanup/ Pickup:** Tent must be cleared of any non-permanent objects (other than our equipment) before a tent take-down. Trash or decorations of any kind must be removed from tent before time of scheduled pickup. Tables and chairs must be stacked as they were delivered. Linens should be food and particle free and placed into the bags or pile. **DO NOT PLACE WET LINENS IN BAG,** **this can result in mold/ mildew**. Linens with burns, wax, mold, holes/ tears, or permanent stains will be billed at full replacement cost. Client must return food service items “dishwasher ready”, rinsed and free of debris and placed in original containers. Items not returned under said conditions will be charged cleaning fee.

**Weather:** Client understands that tents are temporary structures designed to provide limited protection from weather conditions, primarily sun and rain; however, there may be situations involving strong winds and lightning, in which the tents will not provide protection and may even be damaged or blown over. Evacuation of tents to avoid possible injury is recommended when severe weather threatens the area where the tents are erected. It is the client’s responsibility to be aware of changing weather conditions and to exercise its best judgment with regard to the evacuation of tents.

**Permits:** It is the responsibility of the renter to check with your City Departments prior to the installation date to confirm the requirements/redeeming of any necessary permits.

**PLEASE NOTE: Although we try to be as accurate as possible, the customer is responsible for the final review of an order. To avoid any complications, please review your order carefully noting items such as delivery & billing address, contact information, delivery times, and items ordered.**

Equipment shall be returned in accordance to these Terms and Conditions. Customer is solely responsible for any additional charges or fees incurred as a result of failure to meet these terms.

**I have read and agree to the above TERMS AND CONDITIONS and acknowledge receipt of same.**

 **Customer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**