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## RENTAL TERMS AND CONDITIONS

All our rental items and services are provided according to the following rentals terms and conditions to which all customers are required to agree:

Quote or Invoice # \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

1. Customer acknowledges that quotes and proposals do not guarantee availability of rental items unless a deposit and a signed contract are received. To make a reservation a 30% NON-REFUNDABLE deposit is required in cash, check or credit card (credit cards include a 3% processing fee). Reserved items are subject to a 50% cancellation fee up to 10 days before the event. Orders cancelled less than 10 days before the event will be charged the full rental price with no exceptions.
2. Final payment must be provided to Rhinebeck Party Rentals 10 days prior to the event to guarantee delivery.
3. Delivery and Pick up fees are charged by geographic location. Delivery is made to the closest point a delivery truck can park. Additional fees may occur for 2nd floor or higher delivery locations, long distance for loading and unloading trucks, custom delivery and pick up times, or any other special circumstances. Delivery fees quoted are subject to change after site inspection.
4. Customer is responsible for receiving and counting items. Otherwise the counts will be considered accurate. Items are delivered 1-3 days in advance and pickups 1-2 days after the event. Customer will be contacted with an estimated 4 hour window for delivery.
5. It is the Customer's responsibility to maintain equipment secured and protected from weather during possession to avoid damage.
6. Customer agrees to have all the items ready before pick up. After your event all chairs and tables should be stacked in the same manner as when delivered. Additional fees are applied for set-up and breakdown. All dishes and other service equipment must be scraped clean of food and repacked in the containers they were received in. Any missing or broken items are subject to extra charge. Linens should be food free and shaken before pick up. Any burn, tear, or permanently stained linen may result in replacement cost.

7. Customer understands that tents are temporary structures designed to provide limited protection from weather conditions, primarily sun and rain; however there may be extreme situations, particularly those 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. People must leave the tents and not seek shelter in tents during such conditions. It is best to evacuate when in doubt. It is the client's responsibility to be aware of changing weather conditions and to exercise their best judgment with regard to the evacuation of tents. Customer agrees that in the event of a predicted or actual storm or excessive winds, Rhinebeck Party Rentals may dismantle any equipment that has been previously installed to ensure safety of all involved.

8. Customer agrees to assume the risk of, and hold Rhinebeck Party Rentals harmless for property damage and personal injuries caused by the equipment, the result of adverse weather conditions, or the result of negligence on the part of the Customer.

9. Customer is responsible for providing all necessary grounds details for the installation of rental items. Rhinebeck Party Rentals will not be responsible for damage to overhead or underground wires, sprinkler systems, septic tanks or any other underground or hidden obstruction. Customer will hold Rhinebeck Party Rentals harmless for any damage while at location.

10. Customer shall provide, at Customer's cost, all necessary permits, licenses and other consent, as requested. It is the Customer's responsibility to verify all necessary permits, licenses, etc.

11. Additional charges may apply if:

- The site is unavailable for delivery or pick up at the agreed time.
- Delivery and pick up location is not ground level (upstairs or down stairs).
- Chairs and tables are not stacked and bagged as delivery for pick up.
- Customer requires pickup after normal business hours.
- Dinnerware is not scraped clean of food.
- Special installation of tent is required (decks, asphalt, etc).
- Rock drilling for tent installation (if site requires).
- Customer requires a service call during the rental period.

12. A 10% non-refundable damage waiver is applied to selected items.

- The damage waiver does not cover missing items, loss, or negligence.
- Damage waiver covers broken items by normal use such as chips, cracks, broken china or glassware.
- Damage waiver fee is non-refundable.
- Responsibility for items remains with the Customer from delivery until return.
- Damage waiver is not applied on tent rentals. Damage to tents (not related to weather caused harm) after installation is the Customer's responsibility.

Customer agrees to pay all collection, attorneys and court fees and other expenses involved in the collection of the charges or enforcement of Rental Company's rights under this contract. I have read and agree to the above Terms and Conditions and acknowledge receipt of the same.

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**Client Signature**

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**Date**