

Canopy Pro's Party Rentals

Policies and Procedures

Thank you for choosing Canopy Pro's Party Rentals for you party rental needs. It is our goal to ensure that your event is both memorable as well as successful. To ensure that success, we have included this basic guideline to help you better understand what steps will be involved prior to your event.

Reservation Guidelines

- 1.) All orders must be confirmed either by phone or by email to ensure availability for any reservation date requested. A deposit of 15% will be required by all orders that either exceed \$1,500.00 or reserved within two weeks of event date. A major credit card will be required to secure your deposit.
- 2.) All balances on reserved equipment must be paid in full no later than by the delivery date. Personal, business checks and cash will be excepted with prior notification.
- 3.) Any attempt to cancel or reschedule any reserved equipment 10 days or less prior to delivery date will not change any balances remaining. Balances due do to cancellation will be due no later than the anticipated delivery date. This pertains to but is not limited to weather conditions, illness or emergency.

Event Guidelines

- 1.) If there are any doubts or concerns surrounding the necessary space needed to erect any canopy, Canopy Pro's must be contacted at least one week in advance to evaluate the space deemed for setup. If at the time of setup the canopy cannot be erected due to obstructions surrounding the canopy, and Canopy Pro's had not been contacted previously to inspect the area, the balance of the order will remain due.
- 2.) With all orders, Canopy Pro's makes it a policy to install all equipment prior to the day of the event. Only with last minute reservations, incoming weather conditions or surprise arrangements will orders be setup that day of the event.
- 3.) If weather conditions arise that jeopardize the safety and integrity of the equipment, Canopy Pro's reserves the right to remove the equipment at any time without consent of the customer.

4.) Any tent that has been erected and installed shall not be removed and relocated without a fee of no less than half the rate of the rental. It is important to be sure where the tent is to be erected prior to installation.

Post Event Guidelines

1.) All equipment must be free of any decorations or garbage prior to pickup. A fee shall be imposed at the discretion of Canopy Pro's should any additional work be required to remove such items at teardown.

2.) All equipment must be present and accountable at the time of pickup. Any equipment missing or damaged at the time of pickup, customers shall refer to the Liability Form located on the Canopy Pro's website. All equipment missing will be considered lost or stolen and shall be replaced as new.

I have read these terms and conditions and agree to adhere with all that is stated above.