

Loralei & Co.

Rental and/or Services Agreement

Pricing and Product Availability

We hold pricing and guarantee product availability for 14 days after the proposal date.

Rental Dates

Weekend orders may be picked up on Thursday between the hours of 2:00 pm- 5:00 pm and Friday between 9:00 am – 5:00 pm and are due back the day after the event between 9:00 am – 12:00 pm. Weekday orders may be picked up the day before an event and are due back the day following. Please call with special circumstances or if you need special help. Additional days incur an additional day's rental fee without prior approval.

Required Deposit/Paperwork

Rentals, personalized items, and paper services require a signed Customer Agreement and 50% deposit. Items that are customized just for your order are non-refundable. Changes, substitutions and final counts are due three weeks prior to the event. Final payment is due one day prior to the event.

Delivery Fee

Our delivery charges begin at \$50.00. We deliver within 40 miles of Poway, California. An additional \$0.25 per mile is charged after.

The delivery fee is calculated based on the number of items, bulkiness, and delivery location. All rented items must be returned with your order, or fees will be assessed. Items must be gathered and ready for loading after the event. Delivery includes drop off on Friday or Saturday and pick-up on Monday. Same day pick-ups incur additional fees. Items must be stored indoors, in a secure location until pick-up. If items are not available or accessible upon pick-up, another day's rental fee will be charged, and the customer may return the items, or schedule another pick-up time. If you, the renter, will not be available during pick-up, it is your responsibility to coordinate with the venue to ensure all items are gathered together in correct location. If customer has elected to not pay for setup charges, then you must provide all setup.

- **Round Trip Delivery:** Delivery fees are assessed based on a two-trip basis (one to deliver and one to pick-up). If additional trips are required, you will automatically be billed. If your ceremony and reception are in two separate locations, additional delivery fees will apply. A responsible party (you or another adult 21 years of age or older) must be present upon delivery to sign the delivery slip and accept the items suitable for use.
- **Extended Load In/Out or Non-Standard Deliveries:** Standard delivery fee includes drop off at the lowest level of the structure. Certain job sites require labor intensive

load in/out (including elevators and stairs) and these logistical details must be arranged prior to your event. Please be sure to mention all these details to be sure we provide you with an accurate quote. Labor intensive deliveries range from an additional \$25 - \$100. Please be specific about the delivery details of your location prior to making the reservation. If Lorelei & Co. discovers a special delivery situation upon arrival, you will be billed for additional labor.

- **Return Pick-up:** If items are not accessible upon pick-up, an additional day rental fee and additional trip fee will be charged, regardless of fault. Client has the option to return items to our storage to avoid this fee. If all rented items are not returned within three (3) days, replacement fees will be assessed on top of the rental fees, no refunds, no exceptions.

Set-Up Fees

Set-up fees range from \$25-100. This fee includes the setup or installation of rented items. Fees are based on total number of items, assembly time, and decorating involved. We do not install or decorate with items that were not provided by us. The set-up fee includes breakdown, cleanup or removal.

- **Client Set-up:** If you opt to perform the set-up yourself, all rented items including accessories and small parts must be placed back into proper containers, and cleaned if necessary (example: name card holders, chargers, etc.). Please note that for large rental items, the renter is responsible for any damage that might occur while setting up.

Late Returns

If items are returned late, the customer will be charged for an additional day. If items are not returned within three days and customer is not able to be reached, replacement fees will be assessed and billed. Communication is important.

Pick-Up Rental Requirements

Rentals must be picked-up in a secure vehicle and a valid driver's license for the driver. Items must be returned on your due date to avoid additional charges. Any items missing upon return are automatically charged for replacement or late fee (additional day). Client is to inform us upon arrival if something is damaged or missing.

- **Small order pick-ups:** Small orders may be picked-up in a car or vehicle of choice, but all items must be in the enclosed portion of vehicle.
- **Large Rental Items:** Altars, large marquee sign, and decorations larger than 5' must be picked-up in an enclosed vehicle, van covered trailer or box truck. No flat-bed trailers allowed for ANY order, no exceptions. Any client arriving in a flat-bed trailer will be denied rentals. You may request a last minute delivery and we will do our best to accommodate you, but there are no guarantees.

Damaged/Missing Items

Renter assumes full responsibility of item upon possession, and agrees to pay full replacement cost for lost or damaged items.

Pricing Policies

Rental Prices are subject to change without notice. Price quotes are valid for 14 days. Orders with special pricing must be booked by the date specified. All rental prices are non-negotiable.

Weather Related Issues

Loralei & Co. does not issue refunds for customized and/or personalized products for any reason, including inclement weather. Should bad weather or wind become an issue, Loralei & Co. reserves the right to refuse or release such items and offer a substitution of in-stock items to help facilitate and indoor function. If Loralei & Co. and/or renter arrive at the venue and deem the weather to be bad or impending for large rental items, it will be cancelled from the order and fully refunded. The renter will only be charged the delivery fee, if applicable. The client assumes all risks and hardships involved with having an outdoor event. Please discuss "Plan B" with your coordinator. Loralei & Co. is not responsible for revising your event design the day or two prior to your event, should inclement weather be ensuing. It is our desire that your event go as smoothly as possible. However, if you choose to chance the weather, the client assumes full responsibility for wind and weather damages. Please always provide an additional contact name and number should you be unavailable the day of your event.

Payment Terms

A valid credit card must be kept on file. The credit card will be used for damages, missing items, late fees, replacement fees, cleaning fees, or added services as outlined above. The credit card will be charged if changes are made the day of the event, such as added services, labor or additional items requested or required. If you submit a check that is subsequently returned, you will be required to pay in cash or credit card only. A \$30 fee is assessed on all returned checks. Late payment refers to full payment not received within one (1) day prior to event date. Payments after this date will have to be made by cash or by bringing in client credit card and swiping it in our office which requires a client's signature.

- **Credit Card Payments** - Loralei & Co. adds a 3% processing fee.

Payment for Damaged/Missing Items

When you return rental items the day after the event, Loralei & Co. will notify you by phone of any missing or damaged items within seven (7) days upon sorting and counting. Damaged items are discarded within 10 days unless the client requests to come pick them up. After 10 days, you will no longer have rights to the damaged item(s). Photos of damages will be submitted as proof upon request. If damaged items are not paid for within 7 days, the credit card on file will be billed, unless payment arrangements have been setup with the owner.

If there is any damage to rental items, Loralei & Co. will assess the damage and charge the credit card on file depending on the size of damage. If the rental item is not salvageable, the renter will pay Loralei & Co. the purchase price of the item.

Orders and changes

All order/service changes must be placed in writing via text or email to avoid any confusion. A detailed invoice will be submitted following any changes to your order by email. Additional services require an appropriate deposit and will be charged to your credit card unless other terms are specified. Emails are considered legal and binding and do not require a signature to be valid. If changes are made the day of the event, a responsible party must sign for them upon delivery, pay with cash, or the credit card will be billed automatically. Substitutions are allowed with a 14 day notice. Items may be allowed based on availability.

Cancellations

Please be aware that once the contract is signed, and your event date scheduled, all other clients have been refused your specific rentals and services for your event date, and thus **all payments are non-refundable**. All services may be cancelled if received in writing no later than 30 days prior to the event. You would not be obligated to pay the remaining balance of your invoice, unless you placed a special order specifically for your event. All personalized, customized, and/or special orders cannot be cancelled once the contract is signed and work on the special order has begun. Special orders are non-refundable and must be paid in full one day prior to the event .

Photography Release

By signing this agreement, you give Lorelei & Co. permission to use the photos that we take at your event on our website and advertisements, materials, etc, with the understanding that you will not profit from them in any way.

Non-Payment/Breach of Contract

No services contained in this contract will be rendered, delivered, or available if balance is not paid in full one (1) day prior to your event. The last day to remove items from your order is 2 weeks prior to your event.

Service Guidelines

Outside Decorators

If you, your family members and friends are opting to decorate yourself, or use your own decorator, such person(s) are also required to abide by our guidelines, but you (the client) will be held responsible for damaged or missing items.

Cleaning/Preparation and Room Readiness

If, upon arrival, Lorelei & Co. discovers that tables or other spaces require cleaning before we can properly setup your rentals, Lorelei & Co. will charge your account for cleaning and preparing the necessary areas/items. Or, Lorelei & Co. may have to simply drop off items and proceed to another event with no refunds being issued for paid set-up fees.

- **Example 1** – Spaces where large rental items will be installed must be cleared, cleaned, and ready for installment.

- **Example 2** – Tables decorated by us must be cleared and cleaned. If Lorelei & Co. is only providing place cards, paper goods, or small items, please have table settings already setup prior to Lorelei & Co. arrival.

Clean-up Service

Lorelei & Co. offers After Event Cleanup Services. The price is \$2.50 per guest with a \$300 minimum.

Self Clean-up

All items must be free of debris and liquids before returning.

Misuse of Items

Upon pickup or delivery, if Lorelei & Co. perceives that misuse will occur, we will NOT leave the items and no refunds will be issued.

When you sign your order at pick up you are signing that you have received all of your items in good condition. You are also agreeing that the items are the correct items.

Name: _____ Event Date: _____
 Email: _____ Cell Phone: _____
 Home: _____ Work: _____

Pickup & Delivery Information

I would like my order delivered: yes or no Delivery Date: Time: _____
 Delivery Information: _____

Contact Name: _____
 Contact Phone: _____ Cell: _____

Order Terms and Conditions:

Orders placed are subject to a 50% cancellation fee, even if the credit card payment has not been processed. Customer agrees to the **Rental Terms and Conditions**. Final Selection/ Counts and cancellations must be received no later than the Friday two weeks prior to the event. ALL PAYMENTS ARE NON REFUNDABLE.

Signature: _____ Date: _____