

Great Lakes Rental Party Rental Policies

Reservations and Cancellations

- To secure a reservation, we require 25% of the rental cost to be paid up front, as a reservation fee. This fee is not refundable at any point. Please be sure of your rentals before you submit it. This fee will be applied to the final bill, it is not above and beyond your total balance.
- Great Lakes Rental requires a credit card on file to be used for incidentals, damages, lost items, or final payments. Debit Cards or Cash will not be accepted as forms of payment.
- By making a reservation and payment, the customer is acknowledging they have read all of Great Lakes Rentals policies and have agreed to them.
- Additional payments can be made at any time before the event. Any remaining balances at the time of delivery will be charged to the card on file. Great Lakes Rental will not deliver any unpaid events.
- Any complete or major cancellation (tents and/or more than 50% of the rental) within 60 days of the event will result in a fee totaling 50% of the listed cost of the items canceled.
- Any changes in reservation requiring a refund regardless of time frame or amount will have a 5% processing fee applied if using a credit/debit card, or check.
- Minor changes can be made up until 10 days before the event.
- Final counts are due 10 days before the event. Any subtractions will not be refunded. Additions can be made based on availability.

Deliveries

- The minimum delivery fee starts at \$100 and increases from there. Delivery fees are calculated based on number of rental items, delivery location, delivery time/day, on site location, etc. Please contact an associate for an accurate delivery/pick up fee.
- Great Lakes Rental reserves the right to change the delivery/pick up time/date when the safety to people or property is a factor due to weather or other uncontrollable circumstances.
- Great Lakes Rental will always try to accommodate a customer's special request for delivery/pick up days and time, but it is not guaranteed. If a delivery or pickup must be executed on a specific date, or time, Great Lakes Rental will charge a special service fee. Please see an associate ahead of time if you think such constraints will exist.
- Great Lakes Rental store hours are Monday through Friday 9am-4pm, If a delivery or pick up needs to be made outside of those times, after hours fees will be applied. Please ask an associate for an estimate.
- Delivery days and times will not be assigned until the week of the event. Customers then will be contacted and informed of the delivery date and time frame Great Lakes Rental will be arriving.

Customer Pick Ups

- Great Lakes Rental is happy to assist in loading items for customer pick ups.
- It is the responsibility of the customer to make sure the load is safe and secure before leaving the Great Lakes Rental property.

– Customers are responsible for keeping all rental items safe, clean, and dry during transport. Please be prepared with a tarp, moving blankets, and tie downs. Great Lakes Rental will charge for labor to clean, dry, repair, or replace items damaged/wet while in transport.

Tables and chairs

- If delivered, tables and chairs will be stacked and need to be returned to that position at the end of your event.
- Set up and tear down services are available by request. Set up of chairs \$1.00 each, Tear down of chairs \$0.50 each. Set up of tables \$1.50 each. Tear down of tables \$1.50 each.
- Oak chair cushions are delivered in a bin and must be returned to that bin before Great Lakes Rental arrives for pick up. Great Lakes Rental charges \$0.50 per cushion to install and \$0.50 per cushion to uninstall.
- Customers will be charged a tear down fee for tables and chairs that are not returned to stacks by the time Great Lakes Rental arrives for pick up.
- Tables and/or chairs that are damaged/wet/dirty will result in cleaning/repair fees starting at \$1 per chair, and/or \$5 per table; or the cost to replace them which can be up to \$60 per chair, \$150 per table.
- Please return tables clean and free of any staples or tape to avoid a cleaning fee of up to \$5 per table.
- It is still your responsibility to keep the chairs and tables dry at all times.
- Please drain and wipe out Chill and fill tables. Each chill and fill comes with a drain cap. Please return the cap to avoid a \$5 replacement fee.

Linens

- Linens will come laundered, and bagged. Please return all hangers, clips, and laundry bags when finished. Plastic bags can be discarded.
- Refunds are not provided for unused linens.
- At the end of the event, please shake out all loose debris/ food from each linen, and place them in the provided laundry bag.
- Permanent stains, tears, holes, candle wax, mold, mildew, hot glue and any other damages from the event will be the responsibility of the customer. This determination is left to the discretion of Great Lakes Rental. It may take up to 7 days to determine as we will try every method we can to save the linen.
- Please keep the linens dry, and please do not put them in plastic bags. They need air flow to avoid mold and mildew.
- Replacement cost for linens typically range between \$5 and \$50.

Concession Machines

- All machines will be cleaned, sanitized, and tested for proper function before your rental.
- Please set the machine up and test it at your event location as soon as you are able.
- Each machine has its own various parts and accessories. Please return all pieces to avoid any replacement cost.
- Make sure the machine is clean and free of any food/liquid before returning to avoid cleaning fees.
- Most machines will run on a typical dedicated 15 amp outlet.

- All concession supplies are sold separately. Prices can be found on our website.

Glassware, China, Flatware

- All items will come clean, sanitized, and bagged before your rental.
- The rental cost covers the use of the item only. The customer is responsible for cleaning each item.
- All glassware, china and flatware must be returned free of debris, food, wine, pop etc. and placed back in the original container. Any items that have remaining liquid/food product will result in a \$.10 per item cleaning fee.
- The customer will cover the cost of replacing any items that are returned chipped, broken, or missing.

Games & Dunk Tanks

- Follow all safety guidelines at all times, see an associate if you have any questions.
- Make sure there is always an adult present while in use.
- Never leave a filled dunk tank unattended.
- Listed prices are based on the customer picking the item up and returning it.
- Some games include accessories, please return all items to avoid replacement costs.
- Please bring items back clean and dry to avoid a \$70 cleaning fee per piece.

Staging/ Dance floor

- Staging/ Dance floor pricing includes set up and tear down, but not delivery. See an associate for an estimate on delivery.
- Staging/dance floor must stay dry or it will result in a \$25 per section fee. Please have a tarp ready if the weather is questionable.
- The stage/dance floor must be returned in the same condition it was delivered in. Dance floors often get dirty throughout the event. Please make sure they are cleaned before pick up to avoid cleaning fees of \$5 per panel.
- Additional fees may apply depending on the distance from the truck to the staging area. Pricing is based on ground level, curbside delivery. See an associate for more details.

For all other questions or concerns:

419-720-8800

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