

Thank you for your business, your trust, and your confidence in choosing PRECIOUS MOMENTS EVENTS for your event...

Please take a moment to view your contract terms and agreement below and save for your records. Should you have any other questions or concerns, please feel free to contact us.

PRECIOUS MOMENTS has made every effort to word terms and conditions in plain English with clarification where necessary. If you do not understand any party of these terms, please call us for clarification or seek legal advice.

Any Rental or booking WHETHER CONFIRMED ELECTRONICALLY OR IN WRITING will be subject to a legally binding contract carrying the following non-negotiable terms and conditions of booking

Rental Agreement: We will provide you with a quote based on the services that you have requested. You may make adjustments (add or delete items) at any time during the initial phase. Upon acceptance of proposal, you may modify your services at any time however there will be a restock fee of 25% deducted for regular rentals and no refund for specialty orders. (Acceptance is assumed by signature and/or payment of your retainer, whichever occurs first.)

Paid Set-up and Breakdown: On the date of your event, we will arrive at your venue location according to the schedule provided by you. The estimated time to complete your setup is between (1) one and three (3) hours. To avoid injury, issue, delay, errors in setup, damages, loss and conflict in design, we ask that you instruct all other vendors and visitors to remain outside of the set-up area until **PME** has completed set-up and taken photographs for your file. Upon setup we will ensure that the items used for your event are in good, suitable condition and free from any stains, cuts or tares.

We will arrive to breakdown your event at the time you have requested; if items are not accessible upon pick-up, an additional day rental fee and additional trip fee will be charged, regardless of fault. An additional fee of \$50 is charged for all pickups after 10:00 pm

PME will perform the breakdown of your event but are not required to inspect these items at breakdown. This will be done by our warehouse manager and you will be notified of any missing or damaged items within seven (7) days. If damages are discovered, or items are found to be missing upon sorting, laundering and counting. 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 **PME**.

For Delivery Only Rentals: We will arrive at the designated location and time to drop off your rentals and will return at the time provided for pick-up. Please ensure that all linen, centerpieces, chargers etc.; are removed from the tables, repackaged, stacked and ready for 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. An additional fee of \$50 is charged for all pickups after 10:00 pm

Self-Pickup: ID and Signature is required for pick-up. Items will be ready as you have requested and due back by the time and date indicated. For rental returns Monday – Saturday, a \$25 late fee will be applied for items returned more than 15 minutes late and an additional days rent accessed after 5 hours late. **All Sunday returns are due at 12:00 pm and late after 12:15. An additional day's rental is charged at 1:00pm.** (We are closed Sunday and an assistant will only be available from 12 noon until 1:00pm)

PAYMENTS:

Services for your event has been booked for the date you have requested. The dates on which payments are due are listed on the payment schedule attached to your in office invoice.

CREDIT CARD 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 within this contract. 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.

CHANGES:

All order/service changes must be placed in writing or

emailed as to avoid any confusions regarding your request (pending approval). A detailed invoice will be submitted following any changes to your order by email. Paper copies are provided by request. Additional services required will be billed to you. Emails are considered legal and binding and do not require a signature to be valid

CANCELLATIONS

Please be aware that once the contract is signed, and your event is scheduled, all other clients have been refused your specific rentals and services for your event date, and thus all payments for specialty and custom orders are non-refundable. Your initial payment / retainer (25% of your total) is non-refundable. A restock fee may also be accessed if canceled within 14 days of the event date.

CLEAN-UP

PME does not provide cleaning service for your event. You are expected to provide sufficient supervision to minimize spillage of food and beverages on linen, centerpieces and rental chairs provided by **PME**. A fee will be accessed for cleaning if it is required to secure rentals provided by EED.

DAMAGED OR LOST ITEMS

CLIENT assumes full responsibility for ALL items supplied by **PME**, and agrees to pay full replacement cost for lost or damaged items. Client agrees to pay for any damage to, theft of or loss of items, regardless of cause, except reasonable wear. Accrued rental charges cannot be applied against the purchase or cost of repair of damaged or lost items. Items damaged beyond repair or normal cleaning will be paid for at its replacement cost when rented.

Condition: Since **PME** does have a damage policy, our chair covers are in new, excellent or good condition when rented to our clients. Small discrepancies or shoe marks on the bottom of the chair cover are normal and you will not be charged for covers returned in good condition with minimal shoe markings. (A tiny unnoticeable mark on the bottom part of your rented chair cover is considered good condition.)

Wax & Burns: Please avoid getting candle wax on the linens, even a small dot, as it will not be able to be removed and you will be charged for replacement. If burns occur, the item is considered damaged, and must be replaced.

Chocolate Stains:

For clients renting linens for use with chocolate fountains, **PME** recommends the use of a plastic table covering under the fountain. This will prevent permanent damage to our linen and possible replacement fees to your account.

Cleaning: If damage or stains occur which require extra cleaning, client will be notified and billed of such services within 7 days after the event. For polyester and Satin linen only, there will be a \$6.00 fee per 25 items for unlaundered, dirty or soiled linen. Please use detergent only. No bleach, fabric softener or additives. (This does not apply to specialty linen)

All chargers and tableware must be rinsed free of food and particles or a \$15 per 100 piece will be assessed.

Throne Chairs:

Please protect these chairs from dye and ink transfers from clothing by requesting a seat cloth or bringing a soft mat to place on the seat. Please do not attempt to clean chairs with any chemicals or solutions. You may use a damp cloth only... no products.

TERM AND TERMINATION

This Agreement shall commence upon the Effective Date and shall remain effective until the Services are completed and delivered. This Agreement may be terminated at any time by either party effective immediately upon notice, or the mutual agreement of the parties.

Sign: _____

Print: _____

Date: _____

Event Date: _____