



Policies, Terms & Conditions

Please review the information outlined below. It is important to understand the Terms and Conditions of your rental responsibilities and to avoid possible additional charges at the conclusion of your event.

Reservations and Deposits:

- In order to guarantee your reservation, we require a credit or debit card.
- Changes and adjustments must be finalized two (2) weeks before you pick up or Gala Affairs delivers items. Special order items must be finalized thirty (30) days ahead, although some special-order items require more notice. Please ask.
- Cancellations should be made at least two (2) weeks before you pick up or we deliver. Special order items must also be cancelled no less than two (2) weeks prior to rental date.
- Order changes, reservations not picked up, or any cancellations less than two (2) weeks prior to event will lose the deposit, as well as, be responsible for all rental fees.

Payment:

- 50% non-refundable due when order is placed.
- All orders must be paid in full when picked up unless credit is established.
- Orders to be delivered must be paid in full the day before delivery unless prior arrangements have been made.

Delivery and Pick-up:

- Delivery rates are determined by delivery location and items delivered.
- Additional charges apply to deliveries and pick-ups before or after our regular hours of operation and on weekdays.
- Additional charges may apply if equipment must be carried any distance from the truck, if there are delays in accessing loading/unloading areas, and for carrying items up/down stairs and elevators.
- Delivery and pick-up charges do not include setting up or breaking down tables or chairs, although that service is available for additional labor fees.
- The prices charged for frame and pole tents includes setup and breakdown. Delivery and pickup charges are additional.

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Returning Items:

- China, flatware, glassware and serving items simply need to have excess food scraped off or liquids emptied. Please carefully repack them into the crates or tubs they came in. We will clean them for you.
- Please empty champagne fountains and rinse with clear water. **Please do not attempt to take them apart to clean them.** We will take care of that.
- Linens need to be shaken free of food and crumbs and **should be dry** before being placed into bags for return. Wet linens mildew easily.
- Customers are responsible for replacement costs of linens damaged or ruined by mildew, grease/food stains, burns, candle wax etc. Please return our hangers.
- Grills must be returned clean or there will be a \$50 cleaning fee.
- Most items are sent with protective wraps and coverings. Please use these wraps and coverings for protecting the items when they are returned.
- Out of courtesy, please return items by or before their due back time to assure that the items will be clean and ready for the next customer.
- Late fees will be charged on late returns.

Customer Responsibility:

- Equipment must be secured at all times and protected from the elements.
- The customer is responsible for equipment from the time of rental to the time of return, including safe transportation to and from our store.
- When equipment is delivered, the customer assumes responsibility from the time of delivery until the equipment is picked up.
- Customers are liable for repair or replacement cost of equipment that is damaged, lost or stolen while it is out for rental.

I have read, understand and agree to the above Terms and Conditions:

Customer Printed Name

Customer Signature

Date

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“Saving you time, money and the worry associated with planning a special event”.