

## SPECIAL EVENTS RENTAL POLICY

### TO OUR CUSTOMERS

Thank you for considering American Rent-All for your next party or special event. Our goal is to provide you with top quality equipment and professional service. We accept Visa, Master Card, American Express, Discover, and personal check with ID; cash accepted on most items. We encourage you to confer with one of our staff members to help you plan the details of your event.

Please review the following Special Events Rental Policies prior to your rental and contact us if you have any questions:

- **RESERVATION POLICY:** We require payment of a deposit in the amount of 25% of the total anticipated amount due in connection with your rental in order to secure your reservation, with payment in full of the balance prior to delivery (or your receipt, whichever occurs first) of the Rented Item(s). Your deposit ensures that the item(s) referenced in your order (if accepted by American Rent-All) will be reserved exclusively for your event. Such deposit is *non-refundable* in all events, including without limitation, cancellations and changes. Changes to a reservation may be made at any time up to 10 days prior to the originally scheduled date of your event, based upon product availability (it being understood that the required deposit will be increased by 25% of any increase(s) in the total anticipated amount due in connection with your rental, and will be valid only if and when accepted by American Rent-All). This allows us time to prepare orders and have them ready for delivery and pickup.
- **RENTAL RATES:** Rental rates are typically quoted on a “per-event” basis on either a “Weekday” or “Weekend” basis. Accordingly, unless otherwise separately agreed in writing by American Rent-All on a case-by-case basis:
  - Weekday rental terms for special events-related item(s) are: Pickup Tuesday and Return on Thursday.
  - Weekend rental terms for special events-related item(s) are: Pickup Friday and Return on Monday.

Advertised rental rates are subject to change without notice. Quoted rental and related charges (including Damage Waiver) do not include sales tax.

- **SECURITY DEPOSITS:** American Rent-All reserves the right to require a security deposit of up to the full (new) replacement value of any one or more (or all) Rented Item(s) in connection with any rental. Except only as otherwise required under applicable law, such security deposit(s) may be applied to rent, cleaning, repair, replacement, storage, servicing, maintenance, transportation and/or other charges due and/or coming due under your Rental Contract, as deemed appropriate by American Rent-All.
- **DELIVERY AND PICKUP:** In many cases, we offer services such as delivery, setup, installation, breakdown and/or retrieval of Rented Item(s) for an additional fee. The fee is typically based on the size of the order, the number of people required to render the requested services, and the travel time/distance required. Unless otherwise separately agreed by American Rent-All, all deliveries and retrievals will be made to/from the ground floor and within a reasonable distance

from the delivery vehicle(s). Please notify us when you place your order if you anticipate the need for any services requiring additional time and/or effort, such as deliveries and/or retrievals up or down stairs or slopes, over/around/through obstacles or narrow/difficult passages, setup, installation, breakdown, cleaning, etc. (“Enhanced Services”).

- **CUSTOMER PICKUP:** Certain Rented Item(s) may be picked up and/or returned to us by our Customers from our store (rather than having them delivered and/or retrieved by American Rent-All). If you wish to pick up and/or return any Rented Item(s), please notify us of that fact, as well as the identity(ies) of the person(s) who will accomplish the same when you place your order. If approved by American Rent-All, such pick up and/or return must be accomplished only by qualified, insured and licensed driver(s) using one or more clean, legally compliant and roadworthy vehicle(s) and/or trailer(s). Our staff will be happy to assist with loading and unloading, however, customers are solely responsible for: (a) the safety of, and any damage to, vehicles and/or trailers; (b) placing and securing the Rented Item(s); (c) safely transporting them to the planned use location (the “Site”); and (d) ensuring that none of such Rented Item(s) is/are damaged or soiled during transportation or otherwise during the term of the rental.
- **INSPECTIONS AND PERMITS:** One or more business, fire, environmental and/or other permit(s) may be required in connection with your rental (e.g., for tent(s), booth(s), staging, portable restrooms, wash stations, cooking equipment, lighting, food preparation, food storage, food sales, refuse storage and/or others). It is the customer’s responsibility to obtain and maintain the proper permits. If setup requires ground intrusion, in Maryland, call Miss Utility (Phone # 811 or 800-257-7777) (in all other areas, call 811) at least 3 days prior to event, and clearly and properly mark all underground lines, utilities and other improvements, in order to avoid damaging underground lines and facilities. Some rentals (e.g., Large tent rentals) may also require site inspection prior to reservation. Inspections will be done at the convenience of American Rent-All.
- **LIMITED DAMAGE WAIVER:** On certain items, we offer an OPTIONAL Limited Damage Waiver (“LDW”) in exchange for a separate fee of 10% of the anticipated Rent due in connection with your rental of such items. For additional information, see our separate “Limited Damage Waiver Guide and Addendum.”
- **LINENS:** Linen tablecloths are provided on hangers for your convenience. Please return all hangers with linens (Thank You). Linens are to be shaken out and dried prior to returning. Please do not launder any linen as this may set in stains that occur.
- **CHINA, FLATWARE, AND GLASSWARE:** China, flatware, and glassware will be provided in their own crates. These items are to be rinsed free of food and repacked in their containers. A separate cleaning charge will apply to all items returned not free of food.
- **MOLD AND MILDEW:** Do not fold, roll, store or pack any wet or damp items. Doing so will likely result in mold and/or mildew (and severe damage to the Rented Item(s), for which you will be liable.

- TABLES AND CHAIRS: Tables and chairs will be stacked upon delivery to the Site, and must be similarly stacked for pick-up. Set-up and teardown of tables and chairs is available for an additional fee and must be arranged in advance.
- SECURITY: Customers are responsible for ensuring that the Site reasonably clean, stable, flat, dry, safe, secure, and otherwise in all ways fit for delivery, installation and use of the Rented Item(s).

Subject to applicable law, American Rent-All reserves the right to reject, delay, cancel and/or terminate any rental for any reason or for no reason, including without limitation: (a) severe weather (actual or threatened); and/or (b) any failure to comply with any one or more of the aforementioned policies to our satisfaction, or if for any reason, we feel any rental and/or related event creates an unacceptable level of risk to person(s) and/or property (including without limitation, the Rented Item(s)).

The foregoing rental policies are provided for informational purposes only and are not intended as a comprehensive statement of our rights and/or your obligations in connection with any rental or Rented Item(s). For more information, refer to your Rental Contract and related Addenda provided by American Rent-All.

Please direct all questions and comments to: AMERICAN RENT ALL 219 N. Mechanic St., Cumberland, MD 21502 301-777-5000 [www.american-rent-all.com](http://www.american-rent-all.com).