



Rental Policy & Procedures

CC EVENTS & RENTALS

RENTAL POLICIES & PROCEDURES

At CC Events & Rentals, we are committed to providing quality rental inventory and exceptional customer service. The following policies are designed to protect both our clients and our inventory. By requesting a quote, reserving inventory, submitting payment, accepting delivery, picking up rental items, or otherwise conducting business with CC Events & Rentals, you acknowledge that you have read, understood, and agreed to the following Rental Policies and Procedures.

RESERVATIONS & PAYMENTS

All rental inventory is reserved on a first-paid, first-served basis.

A 50% non-refundable and non-transferable retainer is required to reserve rental inventory and secure your event date. Once a retainer is received, the reserved inventory is immediately removed from availability and held exclusively for your event.

The remaining balance is due fourteen (14) calendar days prior to the event date. Reservations made within fourteen (14) days of the event date require payment in full at the time of booking.

No rental inventory will be delivered, released, installed, or made available for pickup until all balances have been paid in full.

Failure to make payment by the required due date may result in cancellation of the reservation without notice. Any payments received prior to cancellation will be forfeited.

Accepted payment methods include credit card, debit card, Zelle, and emailed payment links. Personal checks are not accepted within fourteen (14) days of delivery or pickup.

CC Events & Rentals reserves the right to refuse service, cancel unpaid reservations, require additional deposits, or decline future reservations at its sole discretion.

SECURITY DEPOSIT & CREDIT CARD AUTHORIZATION

A valid credit card must be maintained on file for all rental reservations.

The Client authorizes CC Events & Rentals to charge the card on file for unpaid balances, damages, missing inventory, replacement costs, cleaning fees, late fees, collection expenses, administrative costs, and any additional charges authorized under these policies.

If a credit card is unavailable, CC Events & Rentals may require a refundable security deposit based upon the value of the rental inventory.

Security deposits are returned only after all inventory has been inspected and confirmed to be returned complete, undamaged, and on time.

CLIENT RESPONSIBILITY FOR RENTAL ITEMS

The Client assumes full responsibility for all rental inventory from the time of delivery, setup completion, or pickup until the inventory is returned to or retrieved by CC Events & Rentals.

Responsibility includes loss, theft, vandalism, misuse, negligence, weather exposure, damage, destruction, disappearance, unauthorized use, or improper storage.

The Client remains responsible regardless of who caused the damage, including guests, venues, caterers, entertainers, vendors, children, or other third parties.

The Client agrees to pay all repair costs, replacement costs, cleaning charges, collection expenses, attorney fees, court costs, administrative fees, and any associated expenses resulting from damaged, lost, stolen, destroyed, or unreturned inventory.

DAMAGE WAIVER & LIABILITY

A Damage Waiver may be offered for select rental items.

The Damage Waiver covers accidental damage resulting from normal event use only. The Damage Waiver does not cover negligence, misuse, theft, vandalism, weather-related damage, improper handling, unauthorized transportation, loss, missing items, or failure to properly secure inventory.

Clients agree to defend, indemnify, and hold harmless CC Events & Rentals, its owners, employees, contractors, and representatives from any claims, liabilities, damages, injuries, losses, lawsuits, attorney fees, court costs, or expenses arising from the possession, use, transportation, setup, operation, or handling of rental inventory.

Any accident, injury, theft, loss, or damage involving rental equipment must be reported immediately.

DELIVERY & PICKUP SERVICES

Delivery and pickup services are available for an additional fee.

Delivery fees are determined by distance, load size, venue accessibility, labor requirements, stairs, elevators, waiting time, restricted access locations, after-hours service, and other logistical considerations.

Delivery times are estimated and cannot be guaranteed due to traffic, weather conditions, venue restrictions, road closures, mechanical issues, or circumstances beyond our control.

Delivery service includes drop-off only unless setup and breakdown services have been purchased separately.

An authorized representative must be present to accept delivery. If no representative is present, inventory will be considered accepted once delivered and responsibility immediately transfers to the Client.

The Client is responsible for inspecting inventory upon delivery. Any shortages, discrepancies, or concerns regarding condition must be reported immediately upon delivery. Failure to report concerns at the time of delivery constitutes acceptance of the inventory as delivered.

All rental items must be consolidated, folded, stacked, packaged, and prepared for pickup in the same condition and location in which they were delivered.

Additional labor fees may be assessed when items are not prepared for pickup.

PICKUP & RETURN

Warehouse pickup and return are by appointment only.

Late returns are subject to additional rental charges and may result in replacement charges if the delay affects another reservation.

Rental inventory must be returned complete, clean, and in the same condition in which it was received.

SETUP & BREAKDOWN SERVICES

Setup and breakdown services are available for an additional fee and must be arranged in advance.

Clients requesting setup services must provide accurate floor plans, placement instructions, and access information before delivery.

Any changes requested after setup has begun may result in additional labor charges.

Failure to prepare inventory for pickup as originally delivered may result in additional labor fees.

LINEN RENTALS

Linens must be returned dry and free of debris.

Wet linens must never be placed in plastic bags, sealed containers, or enclosed storage areas.

Linens damaged by mildew, mold, burns, tears, candle wax, paint, ink, bleach, permanent stains, adhesives, excessive soil, or other irreparable damage will be charged at full replacement value.

Linens must be returned in the designated bags provided.

Damage Waiver protection does not apply to linen rentals.

DISHWARE, GLASSWARE & CATERING ITEMS

All dishware, glassware, flatware, serving pieces, and catering items must be scraped and rinsed free of food before return.

Items must be returned in their original crates, containers, racks, or packaging.

Missing or damaged crates, racks, or containers will be billed at replacement value.

Additional cleaning fees may be assessed for excessively dirty returns.

CANCELLATIONS, REDUCTIONS & CHANGES

All payments made to CC Events & Rentals are non-refundable except where prohibited by applicable law.

Because rental inventory is reserved specifically for your event and removed from availability, cancellations for any reason will result in forfeiture of all payments received.

Reducing quantities after booking is treated as a cancellation of those items and does not qualify for a refund, credit, or price adjustment.

Items may be added to an order at any time, subject to availability.

CC Events & Rentals reserves the right to substitute comparable inventory if reserved inventory becomes unavailable due to damage, loss, theft, transportation issues, manufacturer defects, safety concerns, or other unforeseen circumstances. Such substitutions shall not constitute grounds for cancellation, refund, or chargeback.

WEATHER, NATURAL DISASTERS & FORCE MAJEURE

CC Events & Rentals is not responsible for event cancellations, postponements, venue closures, weather conditions, natural disasters, acts of God, government actions, utility interruptions, labor shortages, transportation disruptions, pandemics, emergencies, or other events beyond our reasonable control.

Refunds will not be issued due to Force Majeure events.

At the sole discretion of CC Events & Rentals, payments may be transferred one time to a future date, subject to inventory availability. Approval of a transfer request does not create any right to a refund.

Clients assume full responsibility for rental inventory placed outdoors and agree to keep all inventory properly protected from rain, wind, mud, moisture, excessive heat, and other environmental conditions.

UNUSED ITEMS

Rental charges apply to inventory reserved and removed from availability, not actual usage.

No refunds, credits, discounts, or partial reimbursements will be provided for unused rental items.

Whether inventory is used, partially used, or not used at all, the full rental amount remains due.

PHOTO DOCUMENTATION

CC Events & Rentals reserves the right to photograph rental inventory before delivery, at delivery, during pickup, and upon return for documentation purposes.

Photographs may be used to verify inventory condition, quantities delivered, damages, missing items, cleaning requirements, shortages, or disputes.

LATE RETURNS, LOST ITEMS & DAMAGES

Items not returned by the agreed return date are subject to additional rental fees.

Missing, stolen, damaged, destroyed, or unreturned inventory will be charged at full replacement value, including replacement cost, shipping, handling, taxes, labor, and administrative expenses.

CC Events & Rentals reserves the right to charge the card on file for any outstanding amounts.

COLLECTIONS, CHARGEBACKS & LEGAL FEES

The Client agrees not to initiate chargebacks, payment disputes, or payment reversals for services or inventory reserved under these policies without first providing CC Events & Rentals an opportunity to resolve the matter.

Should collection efforts become necessary, the Client agrees to pay all collection costs, attorney fees, court costs, administrative expenses, investigation fees, and any related legal expenses incurred by CC Events & Rentals.

POLICY ACKNOWLEDGMENT

By reserving rental inventory, submitting payment, accepting delivery, picking up rental items, or otherwise conducting business with CC Events & Rentals, the Client acknowledges that they have read, understood, and agreed to all Rental Policies and Procedures contained herein.

I have read, understood, and agree to the terms of this rental policy.

Client Name: _____

Client Signature: _____

Date: _____