



Rental Agreement Policy

MAKING A RESERVATION

To complete your reservation online or in person, we require your contact information, a valid credit card number on file, a signed contract and full payment. A refundable security deposit must be paid at pre-event pick-up or prior to delivery. The deposit is to protect against any late return, loss or damage while the rentals are in your care. The deposit will be fully refunded if all conditions are met. All deposits are held separately from the rental total until after the event is over. Provided there are no missing items, damages, cancellations, late returns, and unexpected conditions requiring additional services and incidentals, the deposit is fully refundable. The deposit amount is determined by the size of the order and is refunded after the order is checked in and closed. The minimum deposit amount is \$75, but if you want to add to the order, an additional down payment and deposit amount may be required. Payments can be made by credit card or cash. Check payments must be received at least two weeks prior to the out date. We will not allow cancellations without forfeiting the deposit If the order is cancelled within 48 hours of the delivery or pick up date.

There is no penalty for adding items later, but a cancellation fee of up to 100% will be incurred if you cancel the item after your order is complete. We also ask that you verify that all items are correct before departure. Any discrepancies in your order must be notified as soon as possible in order to resolve the issue. If it is beyond our office hours you may reach us via our emergency line by calling 314 417 6694

IDENTIFICATION

All customers, current and new, must present a valid MO drivers license or ID to our staff. Passports are accepted. Damaged IDs will require another ID with a valid address to supplement. Customers who do not live in the general area will be required to leave a large security deposit. The security deposit amount varies depending on the rental item. Rentals under the name of a spouse, relative or friend are not permitted.

UNUSED EQUIPMENT

Rental items are charged for time out, not for use. Every item that leaves our building is treated the same way upon return, used or not. This ensures that every item you receive is clean, sanitized, and food safe. No refunds are given for items that were not used during your event.

CUSTOMER PICK UP AND RETURN

Our office is located at 9944 West Florissant Ave 63136. Normal pick up hours are Fridays 3:00pm to 5:00pm and Saturdays from 10:00am to 12:00pm. Your return day will be Monday from 3:00pm to 5:00pm. Late fees apply. For appointment to view our inventory or check out items, please contact us on Monday through Friday 9:00am to 5:00pm. We are closed on Sundays and some holidays. Customers may pick up and return orders anytime during pick up and return hours. Items you are picking up must fit safely inside your vehicle. You are responsible for loading, unloading and securing the load in your vehicle; however, at your request, we can assist you. MyEventsCoordinator Party Rentals staff will exercise care when assisting you but cannot be responsible for damage to the vehicle or personal property that may occur during loading, unloading, or transport.

LINENS, CHINA, GLASSWARE AND FLATWARE

Pick up Rental items need to be returned to their point of delivery. Chafers, China, glassware, and flatware should be rinsed free of food and placed back in their supplied racks. Linens should be dry and returned in the bags provided (make sure fabric items are not damp to avoid mildew). Tables and chairs should be taken down and stacked and ready for pick up. All items should be ready in a single location, secured, protected from the elements, and ready for pick up. Additional charges will apply if these conditions are not met.

DELIVERY

An early delivery is available for an extra charge between 12:00pm to 2:00pm on weekdays. Please call the office by 11:00am to confirm. Rates are determined by zip code and number of vehicles required. It includes service to first floor docks, and garages. Delivery, pickup, setup and take down to areas or floors beyond this require additional charges due to increased labor involvement. Other delivery times and services can be arranged with MyEventsCoordinator for an additional fee. Our delivery staff is instructed to stack all items at a place immediately accessible to our delivery vehicle. We will not deliver items inside your home for security and insurance purposes. All equipment will be stacked on delivery and is expected to be re-stacked at the time of pick-up to avoid additional charges. Set up and takedown is available for a fee if arranged in advance with our office. Special racks, containers and packaging are provided for china, glassware, flatware, etc. to ensure that you receive your items sanitized, undamaged, and ready for use. Missing or damaged packaging is charged a replacement fee. If your order is not ready for pick-up when MyEventsCoordinator staff arrives, we will return at our discretion for an additional one- way pick-up charge.

Please note that depending on the venue, you may be asked to leave within a certain period of time. Please allow at least one hour of sufficient time to complete the delivery or pickup process. Large orders will take longer to complete so feel free to ask us of an estimate to complete when setting up your order. Delivery does not include setup of items. There is an additional charge for setup.

DELIVERY (TABLE AND CHAIR SETUP)

We can set up your tables and chairs for an additional fee. We will require a diagram of your function before delivery. If you do not provide us with the diagram, we will not be able to provide the setup service. We charge \$0.50 per chair and \$2.00 per table for setup. Breakdown charges are the same as setup fees.

LATE NIGHT DELIVERY OR PICKUP

MyEventsCoordinator will charge an additional \$100 fees when a delivery or pickup is set between 6:00pm to 1:00am. These fees will be waived if the delivery or pickup time frame is outside the late night window of 6:00pm to 1:00am. Any questions regarding your delivery time or any issues please call (314) 8743016. If this is after normal working hours call 314 417 6694

LATE RETURNS

Our party equipment is rented for a 48-hour period. Any items picked up on Friday or Saturday are due back anytime from 3:00pm – 5:00pm the following Monday. Late rentals will be charged a half-day rental rate for each day. If you are not able to return your rentals on time, please inform MyEventsCoordinator Party Rentals immediately so that we are able to make a note on your account. If we require the items for another order, we will make arrangements to pick the items up ourselves, at the cost of a one-way pick-up fee, charged to the credit card on file or deducted from your deposit.

MISSING AND DAMAGED ITEMS

If you do have missing or damaged items upon return, you will be informed as soon as possible. If the missing items cannot be found or if we are unable to contact you or the person responsible within 48 hours of your specified return date, replacement fees will be automatically charged to the credit card on file. If any items can be located and returned within one week of your specified return date, we will refund the full amount. No refund after one week. Repair fees for damaged items must be paid upon receipt of an invoice. Any items considered un-rentable by MyEventsCoordinator standards will be charged at full replacement value. The customer is responsible for the goods from the time of pick-up/delivery until the items are returned to MyEventsCoordinator Party Rentals. Be sure that all equipment is secure and protected from the weather while it is in your possession. All party goods, with the exception of linens and skirting, must be returned free of any food, grease, nails, tacks, staples, tape, and dirty stains on the tables or chairs etc. If not, you will be charged a cleaning fee of 35% of the price on each item returned. You are responsible to inspect and count all items at the time of pick-up or delivery to ensure that the items are suitable for your needs. We do charge for; soiled, broken, damaged or missing items, including packaging materials. There will be an extra cleaning charge for any wax, excessive grease, ink and/or hard to remove stains on chair pads or cushions, tables, linens and fabrics. Our insurance does not cover equipment while it is in your possession.

At MyEventsCoordinator, we serve our corporate, social, and private clients with the same level of commitment and professionalism. We always strive to deliver the best service and quality rental products the first time, on time, every time. We are always ready to exceed your expectations.

However, due to the nature of our business, traffic conditions, other deliveries/pickups, and unforeseen circumstances, we cannot guarantee your preferred time. All delivery and pickup services are subject to availability, but we will do our best to accommodate your party rental needs.

MyEventsCoordinator Party Rentals LLC