



INTERSTATE SPECIAL EVENTS

OUR GOAL

We, the family and employees of **INTERSTATE SPECIAL EVENTS** look forward to assisting you with all of your event rental needs. Through careful planning and expert attention to every detail, we strive to ensure a very positive and memorable SPECIAL EVENT tailored especially for you!

POLICIES

Through fair and consistent policies, we have established and met the various needs of our many customers. Yet, should you have an individual request that may be extraordinary and outside of the norm, feel free to share your ideas with our staff. After all, this is your Special Event! We are here for you!

RESERVATIONS

We highly recommend that reservations are made early and well in advance. Timely reservations help to ensure that your items will be available and set aside for your Special Event. Early planning allows our staff the needed time to prepare, package and double check your order so that there are no missing items on your delivery or pick-up dates.

We understand that events and circumstances may be altered during the planning phase and we will do our best to accommodate any changes you need to request. However, orders may be altered only up to and with-in 72 hours prior to your delivery or will call date. This of course will be dependent upon our inventory. If additional items are needed, these may be picked up in person at our warehouse. For an additional fee, we can schedule a delivery.



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PRICING

Rates are assessed per event. Typically, orders can be taken the day before your event and returned the day following your event. Extended time rental rates are available upon request. Items with a late return are subject to additional rental charges. You are responsible for any damaged or missing equipment.

PAYMENT

All deposits and rental fees are due in full prior to your delivery date. Interstate Special Events accepts all major credit cards as well as cash. Checks will be taken as payment only when accompanied with a current and valid driver's license and a major credit card. Checks are NOT acceptable as a deposit.

DELIVERY AND PICKUP TIME & FEES

Delivery fees are determined by order size and zip code. Standard pricing includes delivery and pickup via level portage not over 50 feet from our truck(s). If access to the installation site is more difficult, additional labor charges will be assessed. Our delivery teams are instructed always to neatly stack all items in a mutually convenient location.

We usually schedule deliveries 3 to 4 days before your event. Our ISE representative will call the designated onsite person the day before your delivery date with estimated delivery times to make the arrangements you have requested. Please note, we seldom have the ability to provide delivery or pickup at a specific hour. Our policy is to provide the best service to all

of our customers. On occasion, special circumstances will require additional time at a particular event site. We strive to provide morning or afternoon delivery and / or pick - up.

In order to facilitate a smooth and hassle free pick - up of the inventory, all rental equipment must be taken down and placed in containers in the same manner in which it was delivered. If this is not possible, other arrangements need to be made prior to your event. Rental items that are not prepared and ready for the scheduled time frames will be subjected to additional rental, labor and pick-up fees. Our ISE delivery representative's inventory counts will be treated as FINAL COUNT if there is no customer representative present upon delivery or pickup.

CLEANING AND REPACKING

All glassware, china, silver and flatware must be rinsed and free of food and liquids and placed into the containers in which they arrived. Barbeque grills and fryers must be clear of oils, ashes, coals and food product in order to avoid an additional \$50 cleaning fee.

LINENS

Linen items must be shaken and left to partially dry if possible in order to prevent mildew and stains. Please do not place linens in plastic bags for pick up as this may lead to mildew which can destroy the material. Use the provided bag or bags. Be sure to locate all linens and count them carefully.

DAMAGED AND MISSING ITEMS

Once we deliver the rental item(s), these rental items become the client's responsibility. Please understand that we must charge for the repair or replacement of the lost and / or damaged items.



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CANCELLATIONS

Reservations **MUST BE** cancelled within a minimum of 72 hours in advance of the delivery or will call date. **Failure to do this will result in cancellation fees.** Final payment is due the day before installation.

TENTING CANCELLATIONS (Non-Refundable 25% Deposit)

When you reserve a tent and / or any tent accessories, we immediately remove these items from our inventory and plan for your specific installation. This equipment and time are committed to you and your event only! Therefore, any **cancellation received** before the installation date will be charged 25% of these non-refundable items. Your Sales Representative will be happy to assist you with further details regarding this policy.

WEATHER

Tents are temporary structures designed to provide limited protection from weather conditions, primarily sun and rain. However, there may be situations, particularly those involving strong winds and lightning, in which the tents will not provide protection and may even be damaged or blown over. Evacuation of tents to avoid possible injury is recommended when severe weather threatens the area where the tents are erected. People must leave the tents during such conditions. In the event of a predicted or actual storm or excessive winds, we may dismantle any equipment that has been previously installed to ensure safety of all involved.



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TENT INSTALLATION

Installation of a tent must be done correctly for the protection of the users, the tent, and ultimately the success of your event. Therefore, it is our strict policy that all installations and takedowns are done by our experienced crews. All prices quoted will include these services.

PREPARATION FOR INSTALLATION AND TAKEDOWN

For a traditional tent, the first step our crews take when installing a tent is to spread it flat on the ground in the location in which it will be erected. It is important that the client has cleared the area of obstructions before our arrival onsite. Post-event, the tent must be totally empty before we can take it down. If our crew has to clear the site before setup or take down, additional labor fees will be applied due to the additional time and delay.

TENT PRICING

Tent pricing is based on installation over a flat, grassy surface that is accessible to our trucks during our normal installation schedule. Some installations may require additional fees based on a variety of site-specific factors.



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CALL BEFORE YOU DIG

It is the responsibility of the customer to advise us where the utility lines are located. Always call **“Call Before You Dig”** at **800-332-2344**. In western Washington, call Washington Northwest Area 811 or 800-424-5555 before you allow staking.

One easy phone call starts the free process of marking your underground utility lines. When you call this agency from anywhere in the country, your call will be routed to your local One Call Center. Local One Call Center operators will ask you for the location of your digging job and route your call to affected utility companies. Your utility companies will then send a professional locator to your location to mark your lines within a few days. Get more information by clicking this link: <http://www.callbeforeyoudig.org>

ORDER ISSUES

We at ISE strive to provide high quality equipment and professional friendly customer service. Please contact us as soon as possible if you find something missing, damaged or incorrect with your particular order. We will do everything possible to correct our mistake. If we have enough advance notice, we will hopefully be allowed to correct the issue with no affect to your SPECIAL EVENT.

If this should occur outside of our regular business hours, please leave a message with our emergency contact voicemail and you will be contacted shortly thereafter.(503-285-6685),