create a scene
EVENTS

POLICIES AND IMPORTANT INFORMATION REGARDING YOUR RENTAL ORDER

This document is intended to help provide you with important information about your upcoming rental in order to help ensure that the delivery, use, pickup and return of the rental items left in your care goes smoothly. The following paragraphs and policies are in addition to, and do not limit or impair, the terms of your Rental Contract.
Please read carefully and contact us with any questions.

RESERVATIONS, CANCELLATIONS, AND PAYMENT POLICIES

RESERVING YOUR ITEMS: To reserve any wedding and event rental equipment, Create A Scene, Inc. requires a non-refundable 25% deposit and signed contract. For tents and tent accessories, Create A Scene, Inc. requires a 50% deposit and a signed contract. No items are reserved until a deposit is received. This does not apply to corporate account holders. A minimum of $250 must be made for any order to qualify for delivery.

CHANGING OR CANCELING YOUR ORDER: Any wedding and event contracts that are canceled earlier than 7 days prior to your scheduled delivery date or customer pickup date, will forfeit the 25% deposit. All tent and tent accessories on a contract will forfeit the 50% deposit. Any wedding and event contracts that are cancelled less than 7 days, no refund will be given. We understand that some orders may require changes during the planning process (+/- 15% of quantity), however, we strongly recommend that final counts are provided 2-weeks prior to a customer's event. All quantities and payments must be finalized **no later than 10 days** prior to your originally scheduled delivery date or customer pickup date, after which, no further changes will be permitted unless separately agreed to by Create A Scene, Inc. For any contracts that include fresh floral, special order or sub-rental items, all quantities must be finalized **no later than 21 days** prior to your originally scheduled delivery date or customer pickup date. Fresh floral, special order or sub-rental items are **non-refundable** in any event, no exceptions. If a change is agreed to, a $50 fee will be charged to facilitate the change. All changes to rental orders are subject to availability in all events.

CANCELLATIONS DUE TO WEATHER: If severe weather (heavy rain, lightning, snow, sleet, flood, , or winds in excess of 20 mph) occurs or threatens to occur, we understand that it may be necessary to cancel your event, and therefore, your rental. You must, however, notify us at least 24 hours prior to your scheduled delivery or pickup date and time in order to limit your liability for the amounts due in connection with your scheduled rental. In such event, if we receive timely notice of cancellation from you (or if Create A Scene, Inc. elects, in its sole discretion, to cancel your rental as a result of actual or threatened severe weather), we will retain only your initial deposit and waive our right to collect the balance of the rent due under your rental contract. You will also have the option to reschedule your rental within 1 year from the date of the canceled rental (subject in all events to availability of the requested item(s)

and your payment in full of all amounts originally due under your rental contract, without waiver & reduction).

PAYMENTS: We accept Cash, Check, VISA, Discover, MasterCard, and American Express. For special events-related items: (a) a deposit will be due at the time of reserving such items, which deposit will be non-refundable; and (b) payment of all estimated rent and other amounts due under your rental contract will be **required not less than 10 days prior** to your scheduled delivery date. Payment of all estimated rental and other amounts due under your rental contract will be required on or prior to commencement of each such rental.

CUSTOMER PICKUP RESERVATIONS: All customer pickup rentals require a state issued photo I.D. or valid driver's license.

ACCOUNTS RECEIVABLE CUSTOMERS-NET 30: You may be eligible to establish a charge/credit account with Create A Scene, Inc. If you wish to be invoiced or set up an account, a credit application will be required along with a signed contract.

BAD CHECKS: A service fee equal to the lesser of: (a) $25, or (b) the maximum charge permitted under applicable law will be applied to any contract that is paid with a bad check.

REFUNDS: All refunds will be made through the same payment method in which the applicable payment was originally received by Create A Scene, Inc. Checks and credit cards can take up to 3 full weeks to be received or to appear on statements, and cash may take up to 2 business days to be received.