



## OCEAN ATLANTIC EVENT RENTALS – RENTAL AGREEMENT

In order to secure rental items, Ocean Atlantic Event Rentals requires a minimum of 50% of the total balance due. The remaining balance is due no later than 30 days prior to the delivery date for the event. If the event is less than 30 days out, the entire balance is due to secure the rental items.

Payments may be made via any major credit card (Visa, MasterCard, Discover or American Express) cash or check. A credit card is required (on file) for every rental order, regardless of payment type to cover missing/lost/damage charges incurred after the date of the event.

Last minute changes to any order (within 7 days of delivery) requires a **\$50 coordination fee (within the towns of KH, KDH, NH, Duck, Southern Shores, Corolla, and Currituck Mainland through Grandy.) Other areas (all points south of Whalebone Junction, Hatteras, Ocracoke, 4x4 areas north of Corolla, and any other areas not previously specified) will require special consideration and a coordination fee of \$75-\$150 depending on location and timing of changes.**

**\*\*\* CHANGES WILL BE MADE DEPENDENT UPON EQUIPMENT AND STAFF AVAILABILITY AND THERE IS NO GUARANTEE THAT ALL CHANGES CAN BE ACCOMODATED. \*\*\***

➤ \_\_\_\_\_ **Customer Initials**

### DELIVERY POLICIES

Delivery charges are based on ground level drop-off in the carport/driveway area that is accessible by dolly in the front of your rental home. Our Premier Service is available if you would like equipment delivered to a location other than previously specified (i.e., any location other than ground level, at the back of your rental home, etc.) We ask that this service be contracted before the time of delivery. If this service is contracted upon delivery, it will be done at the discretion of the delivery staff (dependent upon scheduling) and a credit card will be charged on site by our staff calling our showroom to process. Contact us for pricing (\$50-\$250 for most special needs.)

Customer is responsible for having an adult (over 18), contact person on site to accept, check, count and sign for the delivery of the order. Ocean Atlantic Event Rentals is NOT RESPONSIBLE for items that are damaged, lost or stolen when not "received/signed for" by a contact person.

➤ \_\_\_\_\_ **Customer Initials**

### RENTAL ITEM CARE AND RETURN

Upon completion of your event:

- **China** should be scraped of all food, rinsed and racked in appropriate racks as it was delivered.
- **Silverware** should be rinsed with water only and placed back in appropriate delivery container(s).
- **Glassware** should be placed back in appropriate racks (as it was delivered.)
- **Linen** should be debris free (shaken) and placed in linen bags provided (and if there is not enough room in linen bags, the remainder should be placed in trash bags and clearly marked for pickup by our staff.)
- **Trays, chafing dishes, cake stands, coffee makers and any other food service items** should be debris free and clean and placed back in appropriate delivery containers.
- **Chairs and Tables must be restacked and placed in original delivery location by designated pickup time or premier charges will be incurred.**

Following these simple steps will enable us to perform an accurate count upon the return of your rental items. Should items be missing or broken upon their return to our warehouse, you will be notified of all charges by phone or email within 7 days of equipment pickup.

**Missing or broken items will be billed to the credit card on file if they cannot be returned within 7 days of rental. Linen that is missing or damaged will be charged full replacement value after 3 days of the pickup date.**

➤ \_\_\_\_\_ **Customer Initials**



### CANCELLATION POLICY

Tents, dance floors, staging, and restroom rentals

- Date of original deposit until 60 days prior to delivery date will receive a 93% refund to the credit card charged (7% administrative charge.)
- 60 days to 8 days prior to delivery date, will receive a 60% refund (40% admin charge.)
- Within 7 days of event – NO REFUNDS.

Special order items (such as linen or accessory items that are sub-rented)

- Outside of 21 days will receive a 93% refund (7% admin charge.)
- Within 21 days – NO REFUNDS.

Tables, chairs, benches, and any other items not previously specified:

- Date of original deposit until 30 days prior to delivery date will receive a 93% refund to the credit card charged (7% administrative charge.)
- 30 days to 8 days prior to delivery date, will receive a 75% refund (25% non-refundable charge.)
- Within 7 days of event – NO REFUNDS.

➤ \_\_\_\_\_ Customer Initials

### HURRICANE AND INCLEMENT WEATHER

- **THERE WILL BE NO REFUNDS DUE TO INCLEMENT WEATHER (RAIN, WINDS, BEACH EROSION, COLD WEATHER.)**
- **IN THE CASE OF A MANDATORY EVACUATION ISSUED BY GOVERNMENT AGENCIES FOR A HURRICANE, REFUNDS OF 93% (7% ADMIN CHARGE) WILL BE GIVEN WITHIN 30 DAYS OF THE EVACUATION ORDER. IF THE ORDER IS LIFTED AND RESIDENTS AND GUESTS ARE ALLOWED TO RETURN TO THE BEACH, WE WILL MAKE EVERY EFFORT TO ACCOMMODATE YOUR EVENT. WE WILL NOT BE HELD RESPONSIBLE FOR ACTS OF NATURE (ROAD WASHOUT, FERRY CLOSINGS, IMPASSIBLE ROADS) THAT DO NOT ALLOW US TO ACCESS YOUR SITE. THIS POLICY COVERS ALL OF OUR SERVICE AREAS (I.E. IF DARE COUNTY IS UNDER A MANDATORY EVACUATION, ANY EVENTS IN CURRITUCK OR HYDE COUNTY WILL BE CONSIDERED UNDER THE SAME ORDER, AS WE MUST TRAVEL THROUGH EVACUATED AREAS TO REACH YOUR SITE.)**
- **We reserve the right to deny setup of equipment based on high winds and/or weather that we deem unsafe for our staff or your guests.**

➤ \_\_\_\_\_ Customer Initials

As a note, we are in the business of exceeding your expectations and will do our absolute best to accommodate any and all factors that may come into play on the days leading up to and including your event day. Also, please keep in mind that our policies concerning weather are here for YOUR protection as well as ours. Thank you in advance for choosing Ocean Atlantic Event Rentals as your rental company.

Please print, initial on all appropriate lines, sign and return a copy of this page along with your Order Confirmation to confirm your order. All contact/return information is listed below the signature line.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Mailing Address:**  
Ocean Atlantic Event Rentals  
105 Shores Ave.  
Point Harbor, NC 27964

**Showroom Address:**  
2001 S. Croatian Hwy.  
Kill Devil Hills, NC 27948

Fax Number: 252-441-2935

Email: [weddings@oceanatlanticeventrentals.com](mailto:weddings@oceanatlanticeventrentals.com)

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