

Company Policies

Permits & Licenses

Lessee is responsible to obtain at its own expense, and prior to the installation of the equipment provide necessary permits, licenses, and other consents, or lessee may hire a permitting agency through Coastal Rental Center to obtain necessary permit(s) for the equipment. A minimum 14 days advance notice for all permits.

Reservation Deposit Policy

A reservation deposit (a % of the rental) is required on all reservations to secure the equipment for your use. Deposit is completely refunded if the order is cancelled within 30 days of the order date (excluding holidays). If cancelled within 30 days, refunds are at the discretion of Coastal Rental Center. NO refunds will be made for orders cancelled within a 72 hours of event date. Coastal Rental Center reserves the right to charge the full amount of the order if cancellation occurs on the day of the order or at delivery.

Payment

All rentals are cash in advance. Full payment is due on delivery or at time of customer pick up (BE SURE TO HAVE YOUR CREDIT CARD AVAILABLE FOR IMPRINT AT DELIVERY OR YOU MAY CONTACT COASTAL RENTAL CENTER 1 DAY PRIOR AND SEND OVER SIGNED AUTHORIZATION, PLEASE CLICK ON FORMS TO PRINT A CREDIT CARD AUTHORIZATION FORM). Any check returned for non-payment will be charged a minimum charge of \$25.00 and a maximum not to exceed \$40.00 or 5% of the face value whichever is greater, pursuant to Florida statute 832.

Site Preparation

Our standard installation method involves building a tent at ground level. It is important to have the area clear of obstacles and obstructions before the installation crew arrives. Standby fees will be assessed if area is not prepared and crew is not able to begin an installation. Coastal Rental Center personal are not responsible or available for site preparation work. Tent must be clear of any non-permanent objects (other than our equipment) before a tent take-down. Additional fees will apply for tear down of rental items not cleared from the tent.

Site Inspections

Coastal Rental Center can conduct site inspections for tent installations when deemed necessary by the company or the customer. Site Plan layout evaluation fee assed for this service. (please contact Coastal Rental Center at least 10 days prior to delivery to schedule one of our Site Evaluation Experts)

Electricity

It is customer's responsibility to provide proper and adequate power sources for all electric items.

Utility & Underground Facilities

Lessee agrees to have all underground facilities within the work area of equipment to be installed clearly marked prior to the arrival of Coastal Rental Center. Lessee assumes full responsibility for any damage to underground facilities. Customer must call at least 10 days prior to event to have all underground facilities located and marked.

Damage to a Tent

The renter assumes all responsibility for a tent when non Coastal Rental Center equipment is attached or installed to a tent frame or top, or if cooking, use of open flames, unapproved heaters, or other such items or circumstances (used in or around a tent) causes damage to a tent. Any additions to a tent or alternations to the anchoring system may potentially compromise a tents ability to stay erect. Any damage to a tent or its components will be charged for repair or replacement.

Anchoring a Tent

Appropriate anchoring methods will be evaluated for each job. Our standard installation use ground anchors up to 36" to secure the tent. The customer is responsible for determining if the ground condition will allow anchors driven into the ground (any concrete surface will require the use of block weights) if tent block weights will be needed to anchor the tent, (ADDITIONAL FEE APPLIES FOR USE OF BLOCK WEIGHTS).

Installation of Tent

If the quoted price has the labor for a standard, nearby ground level installation and take-down included. Non-standard installations (i.e. obstacles, deck, etc...) may be assessed additional labor fees based upon the circumstances of the job. It is very important to properly locate where a tent will be placed before it is erected. Once a frame is built, any change in location or orientation may result in a labor fee to re-position a tent, if at all possible. Coastal Rental Center reserves the right to refuse to install or take-down a tent if inclement weather conditions create an unsafe situation for our crew, other persons and/or property.

Severe Weather

While our tents and their components are considered to be good shade structures, tents/canopies **are temporary structures**. Strong winds, lightning and the like, may create situations that could threaten a tent's viability. Customers should be aware of severe weather conditions and have a plan to evacuate a tent if such conditions manifest. If severe weather threatens a tent(s), it is the customer's responsibility to evacuate the tent(s). In the event of projected or actual conditions, Coastal Rental Center may dismantle or remove any equipment to ensure safety of persons or property. Tents are not guaranteed water or leak proof.

Weather-Related Risks

Tents are not suitable as shelter in severe weather. Customer is responsible to have a tent evacuation plan procedure in case of an emergency. Lessee assumes all weather-related risk involved in holding an outdoor event. If tenting should become unusable due to high wind, rain, flooding or any other factors beyond lessee control, Lessee is responsible to evacuate tent immediately for safe shelter. Lessee shall still be liable for payment in full of all charges. No tents are guaranteed to be completely waterproof and are considered temporary shade structures.

Cooking Under Tents

Lessee agrees not to do any type of cooking under or near tents. Lessee assumes full liability for any costs incurred for damage or cleaning costs to tents.

Responsibility

Responsibility for the rented items remains with the customer from the time of possession to the time of return. Additional fees are charged for damage and loss. All items should be secured and protected from the weather. Rental items can only be returned during open business hours.

Pricing

Prices are subject to change. Please call for price quotes. All rental charges are for time out, whether used or not. If you encounter any operational problems, call Coastal Rental Center immediately. No credits or adjustments will be made unless we are notified as soon as the problem is encountered.

Metered Items

Rates for rental equipment with hour meters are based on 8 hours per day, 40 hours per week, and 160 hours per month. Additional usage will be charged accordingly.

Flat Tires, Hydraulic Lines, Tracks

Before operating rental equipment, check the jobsite for debris or terrain that could cause damage to tires, tracks, or hydraulic lines. In most instances, damage to tires, tracks, or hydraulic lines are caused by conditions on the jobsite and as such, payment for the repairs is considered the responsibility of the customer. In the event of a flat tire, the customer can call a tire repair company of their choice.

Loading and Unloading

We will assist customer in getting the equipment loaded and secured. We are not responsible for damage that may occur during loading, transporting, or unloading. It is the customer's responsibility to make sure they are using a vehicle that can safely transport the equipment and have the means to secure it without damaging either the vehicle or the piece of equipment.

Delivery / Pick up

Deliveries are made to closest point of truck (vehicle size 8.5' wide x 13' tall). Extra charges will incur to deliveries to upstairs, elevator, long distance or any point where extra time is involved. The rental rate does not include set up and tear down of tables and chairs (This may be done at an additional charge of \$0.75 per chair and \$5.00 per table- We require a written site plan of table/chair layout at least one (1) day prior to delivery. Our normal delivery and pick up hours are 8am to 4pm Monday thru Saturday. Delivery is available at other times through special arrangements. Deliveries are made to a dock, door, or garage that is immediately accessible to our trucks. Setup and takedown services are available with prior arrangements, for an additional fee. Tables and chairs should be folded down, stacked and ready for pickup. All items should be placed in the same location as originally delivered.

Inflatables

Inflatables are to be clean and dry prior to the schedule pick up time. Water is not to be used on non-water inflatables (well water is prohibited on water inflatables). To avoid unnecessary charges:

1. Do not use silly string
2. Turn off irrigation system
3. Inflate and dry unit with a towel prior to schedule pick up time
4. Do not use more than 50' of electrical extension cord
5. Do not plug more than one (1) plug in outlet
6. When the party is over, sweep out unit

State Sales & Use Tax

These taxes apply to all rentals. If you are tax-exempt organization, an exempt certificate must be available upon rental.

Deposit

Deposits vary per item. Deposit refunded or return of rental item. Please refer to the Electronic Fund Transfer Act, (due to the number of steps involved in the refund process) this allows banks / credit card merchants up to 10 business days to issue a refund to your bank account.