



111 Plan Way, Warwick, RI 02886 (401) 738-9731 (800) 873-6888  
8 Freebody Street, Newport, RI 02840 (401) 619-4888

### **How do I place an order?**

You may place an order by phone, fax, e-mail, website shopping cart or by visiting one of our local showrooms. Phone orders should be placed during regular business hours (Monday - Friday, 7:30 AM to 5:00 PM) (Saturday, 7:30 AM to 2:00 PM) (winter hours vary). Once your order is placed, one of our event coordinators will email or fax you a contract for your review. It is the customer's responsibility to ensure that the quantities, rental items, delivery and pickup dates, times, location and venue stipulations are correct 24 hrs. prior to delivery. Inquiries do not guaranty availability of equipment. To secure the date of your event and equipment needed, a 50% deposit is due at the time of the reservation (for non billing accounts). For billing customers, a signed reservation is needed to secure availability and dates. A final count is requested three days prior to the delivery date listed on your contract.

### **How does your pricing work?**

The prices quoted are "per event", however weekly and monthly rates are available.

### **How does your delivery charges work?**

The delivery charge is quoted per zip code, during normal business hours. Requests for delivery or pickup before or after normal business hours or at an exact time during normal business hours will be over and above the normal delivery charge. Rhode Island Rentals can deliver or pickup, 24 hours a day. We make every effort to give you a window of time that we will be there, but circumstances beyond our control may inhibit that effort. We are a company that delivers items that require setups and some deliveries or pickups may encounter circumstances that may take longer than expected. Pickups scheduled for Monday may not get picked up on the contracted scheduled day. We setup and deliver all week long for weekend events and occasionally it is impossible to pick everything up in one day.

### **When do I need to make a reservation?**

Planning ahead helps ensure equipment availability. If you are planning a large event during the months of May through September, we advise contacting us at least 1-2 months ahead. We understand that guest counts and situations can change. We request that final equipment choices / changes to your order be made 1 week prior to delivery, and we will make every effort to meet your needs.

### **What is your change policy?**

Changes to an order, both additions and/or decreasing quantities, can be made up to three days prior to the scheduled delivery date. Reductions after that time may be subject to a restocking charge. On site reductions are subject to full rental fees. On site additions are subject to additional delivery fees.

### **What is your cancellation policy?**

Once an order is placed, 50% is non refundable. If an order is canceled 48hours prior to delivery or more, that 50% is all that you are responsible to pay. If the order has been loaded onto the truck and/or delivered, you are responsible to pay the full amount. Custom orders are non-refundable. All deposited tent and tent liner proposals are non-refundable.

### **What are your payment policies?**

Rhode Island Rentals accepts payment by Check, Visa, MasterCard and Discover. COD payments will not be accepted. Full payment is required before a delivery is made and a security deposit is required above the contract amount for clients that do not have an approved billing account. Debit cards may be used for payment, however with the understanding money is held from the account. Rhode Island Rentals will not reimburse bank fees resulting from non-sufficient funds. Adjustments resulting from decreases/increases in quantity, shipping charges, damaged or missing equipment will be charged after the event date while finalizing the invoice.

### **How do I arrange for a tent?**

Contact the Rhode Island Rentals to arrange for a site survey. This will allow us to provide you with the best design solutions, devoted professionalism and a focus on excellence and quality service. CAD drawings are available for your files to assist with planning your event. Tent proposals must be signed with full payment to secure equipment.

## What are the requirements for a tent?

### Staking and Augers

Tents usually require 5' to 7' around the proposed size of the tent for staking or auguring. Asphalt installations are a common procedure for us and the holes can be filled after take down with an asphalt cold patch for a nominal fee per hole. Augers are installed with a specific machine and used in loose sandy soils for a nominal fee per auger. At times we can penetrate the ground up to 48" with our stakes or augers depending on the size of tent. Rhode Island Rentals is not responsible for damage to any underground obstacles from staking. We may have you sign a waiver discharging us from any liability to the property where the tent is installed if there are known obstacles and you are permitting us to stake. We dictate what is necessary for proper holding per tent.

### Water Barrel Installation

This process is offered for an additional fee on frame tents, but not a preferred form of securing a tent. In the case of severe weather, water barrel installation cannot be used.

### Permits

You should contact your local town for their requirements for permits on any tent over a 100 sq. ft. Most towns require at least 72 hrs. (Monday – Friday) to process the application. Dig Safe (1-888-DIG-SAFE) must be contacted 72 hrs. (Monday – Friday) prior to installation. The area must be clearly marked out prior to their inspection. Unfortunately some towns require different or no permits depending on the scenario of the event. They may require emergency equipment, fire certificates (which we will provide to you) or certain criteria in spacing under the tent. Rhode Island Rentals (for a nominal fee) or the customer can obtain the permits needed (except in Providence where a contractors license is required) in such towns.

### Preparation for Installation and Takedown

The first step our crews take installing a tent is to spread it flat on the ground where it is to go up. Please have the area completely clear of obstructions before we arrive at the job-site. In like manner, the tent must be totally empty except for rental equipment before we can take it down. Fees will be applied if these policies are not met.

### Damages & Damage Waiver

Rhode Island Rentals does its best to protect your property during the delivery, installation and removal process. Client agrees to release RIR of any liability for any damage to any property due to delivery, installation and removal of equipment on your property. This includes but is not limited to ruts in grass, scratches or cracks on the installed surface, and high wind related damages.

### Weather

Client understands that tents are temporary structures designed to provide limited protection from weather conditions, primarily sun and light 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 and not seek shelter in tents during such conditions. It is best to evacuate when in doubt. Rhode Island Rentals offers an on-site technician during the event for an additional charge to assist with weather assessment and equipment maintenance. If Client declines those services, Client understands that it is the Client's responsibility to be aware of changing weather conditions and to exercise its best judgment with regard to the evacuation of tents. Client agrees that in the event of a predicted or actual storm or excessive winds, Rhode Island Rentals may dismantle any equipment that has been previously installed to ensure safety of all involved. **Client also understands that tents are temporary structures and may leak during heavy rain.**

## Do you have an emergency number?

Yes, calling our main number after normal business hours, prompts you to leave a message, which is immediately dispatched, to our on-call emergency personnel. Please listen carefully to the prompts to ensure proper delivery to on call staff. Urgent situations or needs are considered to be events happening that day or night in an emergency. Non-emergency calls that are dispatched will incur additional charges.

**Warwick: 401-738-3855**

## How is equipment delivered and how should it be returned?

All rental items will be delivered and picked up at a designated ground floor "tailgate" location. Anything above or below the ground floor, long distances from the delivery vehicle or not "tailgate" situations, may incur additional fees. Our personnel are instructed to neatly stack all items. **It is the billing parties responsibility to locate lost or stolen equipment.** Items not picked up at time of pick-up because of being misplaced or stolen are considered "extended rental", and will incur additional rental costs. Our china, glassware, flatware etc. equipment arrives in special containers to ensure that it will arrive sanitized and table ready. To comply with the health department regulations all glassware flatware and china must be rinsed, free of any food or debris and returned to the crates in which the items were delivered. Labor charges will be applied should equipment not be

ready at the time of pickup or rinsed properly. Items not put in the place that they were delivered will incur extra labor or pickup fees.

### **Do you offer equipment set up and breakdown?**

Yes, we do. Tent pricing includes set-up, except for canopies. There are additional charges for these services and they are based on seasonally staff availability.

### **Do I need an appointment to visit your showrooms?**

Our designer showrooms are open year-round and although an appointment is not needed in the Warwick showroom, we encourage you to make one in the Newport showroom. Please call today to arrange an appointment with one of our local account managers. Visit our locations on the website.

### **How do I handle damp or wet linens after an event?**

If linens are wet, please let the cloths air-dry before bagging them. This will help avoid mildew and other damage to the fabric, which may result in damage fees.

### **What is your policy regarding misplaced or damaged linens and/or broken equipment?**

Items not returned or returned damaged will result in additional fees. Candle wax may result in additional cleaning fees or in some extreme cases replacement charges. Please make every effort to use drip less candles. These fees will be additional to the original rental contract and will be applied to the final invoice. For events taking place outdoors, take note of weather changes and sprinkler systems, these weather and water damage is exempt from damage waiver. Equipment should be covered or brought inside to avoid additional repair or replacement charges. It is the billing customer who is responsible for all rented items until they are picked up.

### **Do I have to pay for any rental equipment I don't use?**

We must charge for all delivered and/or shipped items to the client, unless portions of the order are cancelled one week prior to the shipping/delivery date. If you have the equipment, we cannot rent it to other paying customers.

### **Can I pickup our equipment?**

Yes, warehouse pickups are allowed in an appropriate vehicle to ensure the safety of our equipment and customers, however wooden chairs are available for delivery only to keep their quality to our high standards. Check with Rhode Island Rentals for warehouse seasonal hours.

### **Do I have to be home to accept my delivery?**

Not necessarily, RI Rentals will gladly deliver and pick up from a secure covered area where rental items will be safe and protected from weather (for example, a covered porch or garage). The customer is responsible for the items from the time Rhode Island Rentals delivers, until we pick them up. Locations for tent set-ups can be flagged out for our drivers as long as there are no underground sprinklers on site and we have a signed staking waiver on file. If there are underground sprinklers on site, we will need a customer to be home to approve the stakes that will be driven into the ground.