

Terms and Conditions

Reservations, Deposits and Cancellations

To Ensure quantities and availability, customers are encouraged to place orders well in advance. We accept Visa, Master Card, American Express & Discover card. Personal checks are not accepted as payments if the reservation is with 2 weeks of the scheduled event. Sales tax is not added when we give you a quote. A credit card, not debit card is required to be on file for all damage, destruction, loss or theft of our rental equipment at full replacement cost.

Ashland Event Rentals requires a 50% deposit at the time of your reservation. This deposit is non-refundable for any reason including inclement weather. All orders must be finalized and paid in full at least 21 days prior to your event. There will be NO refund for items removed from an order after 21 days before the event date.

Delivery

We do not have a storefront at this time for pickup, so all of our rentals will have to be delivered. Delivery is defined as a drop off to a ground level floor.

Our delivery fee is 75 dollars for 1-10 miles from Ashland,WI. After 10 miles it is an additional \$4 per mile. Our delivery fee is round trip. Madeline Island delivery fee is available per request due to the ferry.

Additional delivery charges will apply for orders requiring delivery/pickup requiring steps,elevators, etc. Additional delivery charges will apply for orders requiring delivery/pickup before or after our usual hours of operation.

Set up and Take down

Our staff will be happy to provide set up and take down for a reasonable cost if arranged in advance. Setup and Take down is included with a tent package rental.

Rental Period and Pricing

The rental rate on most equipment is up to 3 days. We will work with you on a delivery time and a pick up time. You may extend the time period of your rental, based on availability.

Linens

Shake out but don't wash table linens. Please remember you are responsible for damage to linens caused by mildew, burns, or tears. We will provide a bag for used linens so do not store damp linens in plastic bags as that may cause mildew.

Tents

Make arrangements for someone to be on-site the day of tent installation. If no one is available, it is acceptable to mark the area of the tent with stakes or paint. Please secure pets during the tent installation, and make sure all pet waste is cleaned up prior to installation. All decorations must be taken down prior to tent removal. **DO NOT** use staples, nails, tacks, screws, etc. on the tent poles to hang decorations. Any residue left on the tent or on sidewalls must be removed prior to disassembly. Our **TENTS** will not be set up on concrete or blacktop.

Site Visit

We would be happy to schedule a time to visit your event location to ensure the tent and/or accessories fit your needs accordingly. We do charge a fee for this service based on the location. When the event is booked with us, 50% of this fee is credited toward your rental contract.

Digger's Hotline

It is the responsibility of the lessee to contact Digger's Hotline (800 242-8511) or online at www.diggershotline.com at least SEVEN (7) days in advance of installation. If contact has not been made nor markings completed, the tent will not be installed and will be held liable for the full amount of rental. If completed after first attempt to install, you will be charged an additional delivery charge.

Severe Weather

Ashland Event Rentals reserves the right to take down any tent during a Severe Weather Event that includes high winds, hail, tornados, and lightening. We will do our best to notify prior to install if there is a possibility of a Severe Weather Event and the possibility of us coming out to take down the tent. If a storm hits during your event, do not try and save the tent, **EVACUATE THE TENT!**