



Installation, Cancellation and Return Policy

Delay in Site Installation

When the crews are ready to begin installation - You have a 30-minute grace period for any unforeseen delay. There is a \$36.00 per hour per man for standby.

Repositioning Tents/Canopies

Once installation begins, if you elect to reposition the tent the following charges will apply:

Canopies: 50% of rental cost per move. Tents: 100% of the rental cost per move.

Damage to Underground Utilities

Renter is responsible to mark all underground utilities and is responsible to repair any and all damage to underground utilities (example: sprinkler lines, phone, gas, electric, etc.) See Disclaimer below.

Change Order

All changes made within 48 hrs prior to your event are subject to additional fees and delivery charges. Once trucks are loaded and/or in route to site - if changes require another delivery, you will be notified, and charged accordingly.

Cancellation Policy

Cancellations are fully refundable without penalty or obligation, **within three (3) business days** from the day you signed or placed a deposit on this contract. You can cancel by: **Phone:** 808-677-8785, by **Mail:** Hawaii Tents & Events • 94-263 Pupuole Street • Waipahu, HI 96797, By **Fax:** 808-677-1973. **Please provide your contract number. After 3 days your deposit is nonrefundable. Use of a credit card for payments/deposits will result in a fee for cancellations.**

Chinaware, Glasses and Silverware

After your event all dishware must be rinsed and cleaned of food items. Do not scrape plates with anything metallic to prevent damage. It will scuff the plates and cause damage. Glassware must be rinsed and set upside-down in its storage box. Silverware should be rinsed and sorted. Place items back in their storage bins for pickup. **You will be charged for any lost or damaged items. If items are returned unclean, a cleaning charge of fifty percent of the rental cost is due.**

Linen

Linen must be dusted of debris and folded for pickup. **Burn marks, pen marks, candle wax, tape, glue and other abuse of linen will warrant a cleaning 01' replacement charge.** Do not store linen in plastic bags. This will cause mildew and damage the linen.

Tables & Chairs

Need to be stacked in the same location and style as delivered. Tables should be free of staples, food and tape and should be stacked in piles of ten. Chairs should be stacked neatly forty-high. **An additional labor charge will be assessed if items are not properly stacked.**

Tents

All decorations attached to the tent poles must be removed and disposed of before pickup. At no time should tent poles be stapled or nailed. All trash and other items not belonging to Hawaii Tents should be removed from under the tent before pickup. At no time should anything be attached to the fabric of the tent.

Please do not use tape or staples or nails on any of the rental equipment.

Use of Images

Hawaii Tents, Inc. reserves the right to display in our promotional materials any images we acquire depicting the use of our tents and equipment.

DISCLAIMER OF NEGLIGENCE AND HOLD HARMLESS AGREEMENT

The signer of this contract hereby assumes all risks inherent in the operation and use of the rented equipment from Tents Hawaii, Inc., dba Hawaii Tents & Events, dba Omar the Tent Man, and anyone else. Renter agrees to assume the entire responsibility for the defense of and to pay, indemnify, and hold Omar harmless from, and release Omar from, any and all claims for damage to property or bodily injury (including death), or for loss of time and inconvenience resulting from the use, operation or possession of rental equipment, whether or not it be claimed or found that such damage or injury resulted in the whole or in part from Omar's negligence, from the defective condition of the rented equipment or from any cause.

By paying a deposit or issuing a purchase order renter is agreeing to the above terms with or without a signature.