



1234 BELLEVUE STREET
GREEN BAY, WI 54302
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www.biebelscatering.com

RENTAL POLICIES

Reservations

We recommend advance reservations on all rental items. A credit card is required to be on file for all reservations. Most reservations require a 25% deposit to guarantee your order. Biebel's accepts cash, checks, Visa & MasterCard. The **25% deposit is non-refundable**. Reservations made within 72 hours of the event date require the full payment upon ordering and this payment is non-refundable. All rental orders are to be paid in full on or before the date of delivery or pickup, unless other arrangements have been made.

Delivery & Pickup

Delivery/pickup services are available at an additional fee. We will work with you to determine delivery and pickup times. Delivery rates are based on first floor delivery made during normal business hours. Additional charges will apply for anything outside of these parameters. Biebel's Catering & Rental is not responsible for any damage to personal property.

If Biebel's will be picking up items at your location, all items must be repacked and stacked as they were delivered in the same location as delivery.

Responsibilities

Customers are responsible for checking the count and condition of all items rented before leaving Biebel's or upon arrival at the delivery location. Responsibility for the rented items begins at the time of pickup or delivery to the time of return. Please abide by the return date, if returning items to Biebel's, as we will rent items back-to-back if necessary.

All items must be food-free and returned in their containers or racks. A fee will be charged on any items that are not clean. This fee is dependent on the item rented. Linens do not need to be laundered.

Charges for all missing or damaged items will be charged to your credit card on file.

Cancellations

All cancellations are subject to a cancellation fee. If the reservation is cancelled less than 72 hours prior, 100% of the total rental will be assessed. **All deposits are non-refundable** and will be retained at any time of cancellation.

Grills, Steam Tables & Booyah Kettle Cancellations

- A 25% cancellation charge will apply if items are cancelled less than 14 days prior to the date.
- A 100% cancellation charge will apply if items are cancelled less than 7 days prior to the date.

Corn Roaster & Pig Roaster Cancellations

- A 25% cancellation charge will apply if items are cancelled less than 30 days prior to the date.
- A 100% cancellation charge will apply if items are cancelled less than 7 days prior to the date.

I acknowledge receipt of and understand the above listed policies. I have also read and understand any equipment instructions sheets I have been given.

Signature

Date