

2019 Rental Policies

Reservations

We recommend advance reservations on all rental items. **A credit card is required to be on file for all reservations.** Reservations require a 25% deposit to guarantee your order. Biebel's accepts cash, checks, Visa, MasterCard, Discover and American Express. **The 25% deposit is non-refundable. Reservations made within 72 hours of the event date require full payment upon ordering and this payment is non-refundable.** All rental orders are to be paid for 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 direct/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 and upon arrival at the delivery location. Responsibility for the rented items begins at the time of pickup or delivery to the time of return. **All items must be food-free/ rinsed 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 returned. Linens do not need to be laundered. **Charges for all dirty, missing, or damaged items will be charged to your credit card.**

If you are picking up your rental items at the store, **it is the customer's responsibility to load the items in their vehicle and unload the items and return to their pickup location upon their return.** We do have a handful of rental items that are very heavy and will require more than one person to handle. If this is potentially a problem, we do offer delivery and pick up services for a nominal fee.

Tent Information

Weather plays a large role in tent set up. Please note that if your tent is scheduled to be set up prior to your event day and high winds are anticipated that day or night, we reserve the right to reschedule the set up for the following day. **You are required to contact Digger's Hotline or a similar company prior to the tent delivery.**

Cancellations

All cancellations are subject to a cancellation fee. **All deposits are non-refundable** and will be retained at any time of cancellation.

- Tent, Lighting, Dance Floor, Inflatable Bouncers, Stage and Dunk Tank Cancellations
 - A 100% cancellation charge will apply if the items are cancelled less than 14 days prior to the date.
- Grill & Booyah Kettle Cancellations
 - A 25% cancellation charge will apply if the items are cancelled less than 14 days prior to the date.
 - A 100% cancellation charge will apply if the items are cancelled less than 7 days prior to the date.
- Corn Roaster & Pig Roaster Cancellations
 - A 25% cancellation charge will apply if the items are cancelled less than 14 days prior to the date.
 - A 100% cancellation charge will apply if the items are cancelled less than 7 days prior to the date.
- All Other Rental Cancellations
 - A 100% cancellation charge will apply if the items are cancelled less than 72 hours prior to the date.