

# CHRISTIANI'S VIP CATERING & EVENTS

FIVE STAR SERVICES & EVENTS...FINE DINING & BARS EVERYWHERE.

## WHAT IS THE LENGTH OF RENTAL?

Rental rates are for three days. We allow our customers to pickup their rentals the day before their event and return the items the day after their event. If you need items longer, please let us know in advance.

## WHEN SHOULD I RESERVE?

You should reserve as early as possible. Rentals are reserved on a first come basis. Deposits are required to hold reservations.

## AM I ABLE TO MAKE CHANGES OR CANCELLATIONS?

After placing a reservation, you are not locked in to your order. You can make changes if you are unsure on your numbers or if ideas change. All orders must be finalized 14 days before pickup or delivery. This will reduce the likelihood of errors that can result from last minute changes. Additions to orders are allowed but will be subject to availability.

## CAN YOU SET LINENS AND TABLE SETTINGS?

Decorating services are available at an additional charge and must be arranged in advance.

## WHAT IS MY RESPONSIBILITY WHEN I RETURN MY RENTALS?

All items should be wrapped, boxed and/or crated in the containers you received them in. If our crew is retrieving the items from your event location, all items should be returned to the point of delivery ready for pickup. You will be charged if rentals need to be disassembled, stacked or repackaged when our crew arrives to pick up the items. A charge will apply for all items, including boxes and crates that are missing or damaged.

## DO I NEED TO WASH ITEMS BEFORE I RETURN THEM?

Shake food from tablecloths and napkins. Pack linens in the sacks that are provided. Linens should be dry before bagging to prevent mildew and staining. Linens returned with mildew will be billed to the client. With the exception of linens, all other items should be returned in pre-rented condition.

## DELIVERY AND PICKUP INFORMATION:

Delivery is available and should be arranged at the time rentals are reserved. Delivery charges are based on event location. Someone should be able to accept deliveries and sign release of materials. Please report shortages to the driver at the time of delivery.

Delivery and pickup charges are based on ground floor delivery. If rentals must be carried to other floors or to a specific area, additional charges may apply. Our personnel are trained to stack all items in a convenient location. We will provide special containers to keep your rentals clean and undamaged. Please use these containers to return items.

Deliveries are scheduled between 9:00am and 5:00pm.

In addition to the above hours, special delivery arrangements are available. Please call for a quote.

Rentals must be broken down, restacked and ready for pickup and in the same location it was delivered. Please save and reuse all of the packaging material you receive with your order to prevent breakage.

## CUSTOMER PICKUP AND RETURN:

Customers are welcome to pickup and return their rentals during store hours. Call in advance and your rentals will be packed and ready for pickup.

## RENTAL TERMS AND CONDITIONS

**CANCELLATIONS:** All cancellations or reductions must be made 14 days prior to the event date. Additions are allowed, but are subject to availability.

**PAYMENT:** A 25% non-refundable deposit is required to hold a reservation. The remaining balance is due before pickup/delivery. A valid credit card is required on all accounts, even if you pay with cash or check. **THE RENTER HEREBY AUTHORIZES CHRISTIANI'S CATERING TO BILL THIS CREDIT CARD FOR: MISSING OR DAMAGED ITEMS, BALANCES LEFT UNPAID PRIOR TO PICKUP/DELIVERY, ADDITIONAL CLEANING OR LABOR CHARGES INCURRED AFTER THE EVENT.**

**CLEANING:** Normal cleaning is included in the rental of linens, vases and votive candle holders. All other items must be returned in pre-rented condition. A labor charge may be added for items requiring additional cleaning upon return. Shake food from tablecloths and napkins. Pack linens in the sacks that are provided. Linens should be dry before bagging to prevent mildew and staining. Linens returned with mildew will be billed to the client. If drip-less or mechanical candles are not used, wax deposits should be removed from all taper candle holders.

**DAMAGE OR MISSING ITEMS:** Renters are responsible for items from the time of pickup/delivery until these items are returned. A \$10 or 6% non-refundable damage deposit is added to all accounts. This deposit covers minor damage or missing items. Losses caused by negligence, improper use or are greater than the damage deposit will incur an additional charge. Please note, candle-wax will stain, melt or burn linens. If linens are returned with wax damage, full replacement charges will apply.

**DELIVERY:** While we try to meet your needs, specific time requests are not guaranteed. Standard delivery service covers tailgate drop off and pickup only. If additional labor is required, please request this ahead of time. Items should be stacked and prepared for loading when drivers arrive for pickup. Unscheduled labor will be charged.

**PLEASE ADD 20% SERVICE CHARGE AND 6% SALES TAX TO ALL PRICES.  
ALL PRICES BASED ON PICK-UP ONLY.  
PLEASE CONTACT US FOR OTHER SERVICES.**