

# Cancellation Policy



Geyer Wedding and Event Rentals understands that sometimes plans change however, as a company we feel it is important to have a written agreement stating our terms and conditions for our products and services.

## **Two Week Policy**

Customers are allowed to add/cancel up to two weeks prior to their event without any financial penalty excluding canopies, inflatables and ceiling decor. All other items are 50% refundable up until the day of delivery or customer pick up. No refunds will be given for unused rental items or cancellation of items on the day of delivery or customer pick up. Any items added to your order need to be confirmed 72 hours prior to scheduled pickup/delivery time. If additions are made after this time, the customer may be charged a service fee based on type of product and quantity added. Discrepancies regarding quantity, type of item received, or of any other nature must be reported to Geyer within two hours from receiving any rental item.

## **Payment**

All reservations require a 50% deposit to secure orders when making a reservation. If no deposit is placed down, there is no reservation. Final payments are due one week prior to the date of the reservation. A credit card number is to be kept on file for all orders in the event any rental items are lost, damaged, or stolen. If additional services take place during and/or after your event, we are authorized to run your card for those fees. Refunds are made in the same manner in which the payment was received. Cash payments over \$40 may be refunded by a check.

## **Canopies**

Canopies are 50% non-refundable from time of booking. Geyer is not responsible for any damages resulting from hitting private underground lines or sprinklers. The customer agrees to assume all liability and safeguard Geyer against all claims for damage to property or bodily injury. If Geyer is setting the canopy they will be responsible for contacting Gopher One. If the customer is setting the canopy they are held responsible for contacting Gopher One. Their phone number is 1-800-252-1166. Canopy sketches are to be filled out and returned two weeks prior to the reservation date. If the sketch is not returned, we will not set the canopy. These rental items are non-refundable starting one week prior to date of event.

## **Inflatables**

Inflatables are 50% non-refundable from time of booking. The customer agrees to assume all liability and safeguard Geyer against all claims for damage to property or bodily injury. These rental items are non-refundable starting one week prior to date of event.

## **Ceiling Decor**

Any ceiling decor provided by Geyer including ceiling drape and patio lights in venues and canopies are 50% non-refundable from the time of booking. This service is non-refundable starting one week prior to date of event.

## **Linens**

The Two Week Policy is instilled when reserving linens, napkins, chair covers, and sashes. The customer is responsible for making sure the items ordered fit tables and chairs as desired. When ordering colors, it is recommended that the customer comes to the store to view colors prior to making a reservation. No refunds will be issued due to color dissatisfaction or for unused items. Hangers, pins, and totes must be returned. The customer will be charged replacement fees for packaging materials that were not returned.

## **Damages & Returns**

With the exception of linen items, rental items are to be returned in the same condition as received in. Cleaning fees will be charged for items not returned cleaned. If an item is lost, stolen, or damaged, under any circumstances and regardless of fault, the customer agrees to pay for the repair or replacement. All rental items are due back by the date and time discussed when the reservation was made. Late returns will result in additional rental fees unless approved by management.

## **Weather Inclement**

Geyer Wedding and Event Rentals reserves the right to postpone or cancel the setup and/or take down of any of our products with or without prior notification to the customer. In the event postponement or cancellation is necessary, we will contact the appropriate individual immediately or as soon as possible. We will discuss all options with the customer. Any adjustments to rental contracts and/or changes in plans will be made accordingly and on a case by case basis.

## **Labor Services**

Geyer offers setup and take down services for all rental items. If there is an arrangement for Geyer to provide a labor service, the customer has up until two weeks prior to the event to cancel any service. If the services are cancelled within that two week time frame, the customer is responsible for paying 50% of the labor charge or rental service.

I, \_\_\_\_\_ have read and agree to the terms of the Cancellation Policy.

**Print Name**

\_\_\_\_\_

**Signature**

**Date**

**Reservation #** \_\_\_\_\_