

# Policy

## REGARDING ANY PACKAGE

- *An advance deposit is required to book a package for your event as well as the return of a signed copy of the invoice or an email response indicating your approval for hire.*
- *Staff members arrive approximately one hour earlier than the scheduled time of the event, to set up the equipment and conduct the proper sound checks.*
- *Delivery, set up and breakdown of the equipment is always done by staff.*
- *Travel charge waived within 15 miles of Warrington, PA, otherwise \$1.00 per mile surcharge for each additional mile in each direction is added into the final package estimate.*
- *Final payment must be in the form of cash, bank check or money order. (Note: No personal checks will be accepted by members of the staff). Prices are subject to change on Holidays.*

## REGARDING RENTAL PACKAGES ONLY

- *A minimum security deposit of \$300.00 is required for all rental packages. Additional funds may be requested based upon the extent of equipment rented.*
- *All security deposits are to be paid upon equipment set up and must be in the form of cash, bank check or money order.*
- *The renter assumes total responsibility regarding the condition and operation of the equipment supplied during the event. The renter assumes responsibility for any apparent damages to the equipment that occurred during the event.*
- *Upon pickup, staff members will inspect the condition of the equipment, evaluating for breakage and/or functionality. The security deposit received at the initial setup will be returned after the equipment is picked up and found to be in the same condition and working order as it was after the initial setup. If the equipment has been found to be damaged, the security deposit will be held and applied to the cost in restoring the equipment back to the state as it was left after initial setup. Further repair costs become the responsibility of the renter when such repairs exceed the amount of the security deposit given. If the cost to repair damages are less than the amount of the given security deposit, the renter will be issued a check for the money left over.*
- *Entertainment and Beyond (E & B) does not warrant equipment failure during the event. As a result, E & B will not replace failed rental equipment. The Renter must report the failure in a timely manner. E & B will trouble shoot problems over the phone. If a phone repair is not possible E&B will pick up the failed equipment and provide a refund for the remaining rental period.*
- *The Renter has the option of purchasing equipment Failure Replacement Insurance (FRI). Should equipment failure occur during the rental period and the Renter had purchased equipment FRI; the Renter must report the failure in a*

*timely manner and E & B will replace the failed equipment and extend the rental period for the down time the renter has experienced. If the Renter does not purchase FRI; FRI is only applicable to equipment that has failed do to normal use. The cost of FRI is determined by taking 15% of the total package cost.*