

Policies & Services

ON SITE SERVICES

EVENT/SITE MANAGEMENT & CONSULTING

Our motto has always been “We do the work; you do the partying!” We are experienced with event planning including weddings, grooms dinners, company picnics, class reunions and corporate functions. Our staff works with your budget, contract desired services, set up your site, facilitate the event, clean up after, and much more! We can provide on site servers, wait staff and valet parking. Please call for rates on service providers. We work with your individual needs.

DECORATING & CEILING DRAPING

Your day should be stress free and relaxed. Our designers work with your budget, your event site, and your ideas to come up with a spectacular plan for your day. We can order the supplies or implement decorative items that you already have. We work with many area facilities and are familiar with the various policies site. Please call our event planners at (218) 245-1387 for a consultation or quote.

LEFTY'S RENTAL POLICIES AND BUSINESS PRACTICES

Lefty's is a family oriented business. We pride ourselves on providing quality products and service. If you are unhappy with any of our products or services, please call Pat or Kristi at (218) 245-1387. We want to hear your comments.

*PLEASE SEE OUR “RENTAL CONTRACT” FOR TERMS AND CONDITIONS

Pricing: Rental Rates listed are for 24 hours during the months of May and June. To better accommodate you we have extended our rental rates to a three-day period the remainder of the year. All charges are for time out, whether used or not. Ask for extended rental rates.

Reservations: We recommend that orders be placed early to guarantee availability. Orders can be placed in person or over the phone. We require a signed contract and deposit to secure your order. Order changes must be made at least 48 hrs. prior to delivery.

Deposits: A 50% deposit of the subtotal (without tax or mileage) is required at the time of agreement. This deposit is nonrefundable. It is used to guarantee rented items. The balance is due 10 days prior to delivery. Reservations made in the year prior to the event require a 25% deposit with an additional 25% due on January 15th of the following year.

Payments: Payments can be made by phone. We accept Mastercard, Visa, American Express, Discover, Cash, Personal Check or Money orders. Final payment is due 10 days prior to delivery

Minimum Order: There is no minimum order for rentals picked up at our shop. If you would like items delivered to your residence, there will be a \$100.00 minimum order requirement on all deliveries.

Delivery: Lefty's will set a delivery schedule and notify the customer the week of the event. Please notify us when finalizing your order if you have specific needs or requests. Delivery is to a mutually agreeable location at ground level with truck access. All other sites are subject to a surcharge. All tents are delivered and set at the prices listed, however, mileage fees are additional. Please call our office for an exact rate. Larger orders requiring more than one truck are subject to additional fees.

Someone should be on site when we deliver, or other arrangements need to be made in advance. Our staff will neatly stack rental items in one location. China, glassware and food service items arrive in special containers to ensure that you receive them sanitized and table ready. Prior to pick up all items should be in the same location, tables and

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chairs folded and stacked, and other items clean and in their original containers. Please scrape and rinse all dishes, and repack them in their original shipping containers.

*We offer a set up and take down service to make your event more enjoyable. Please make arrangements for this at least 10 days in advance.

Truck Access: Our equipment is very heavy, and installations are time consuming. Therefore, our trucks must have access to within 25 feet of the delivery and installation site. If this is not possible, we must be notified in advance.

Tent Installation: We recommend in all possible circumstances that tent stakes be used to properly secure the tent for your safety and the integrity of the installation. If stakes are installed in asphalt there will be an asphalt punch fee of \$2.50 per hole. We can patch and repair holes for a fee of \$2.50 per hole, upon request. Arrangements for this must be made in advance. When cement weights (100lbs) are required there will be a \$5.00 charge for each weight that is reserved.

Linens: Linens should be shook out to remove all food and flowers, dried and put in the linen bags or boxes provided. The customer is not responsible for replacement of linen with burn holes, stains, minor tears or rips, the damage waiver covers this. You are responsible for replacement of missing or severely damaged linens.

Damage Waiver: Customers are responsible for all equipment rented from the time it leaves our possession until it's return. Please be sure equipment is secured when not in use and protected from the weather. We charge for missing items. A 6% damage waiver charge of the total rental is added to all orders. Damage waiver is not insurance. The waiver covers accidental breakage due to normal use. Pieces must be returned to Lefty's, as the damage waiver does not cover loss, including theft or damage caused by misuse or abuse, such as vandalism, damage done during decorating, staples, etc...

Gratuity: Our employees appreciate your kindness and generosity for a job well done. Please leave gratuities with our Crew Leaders.

TERMS AND CONDITIONS RELEVANT TO TENT RENTALS

***PLEASE SEE OUR "RENTAL CONTRACT" FOR TERMS AND CONDITIONS**

Site: The renter agrees to clear the site upon which the equipment is to be erected of all structures and other impediments.

Underground Utilities: Prior to installation, Lefty's will contact you to acquire the legal description of your site (i.e., township, range, section #, nearest cross street) and the location of installation on your property. This information is required to call Gopher State and locate underground utilities. Our staff needs these details at least 10 days prior to installation. If you choose to call Gopher State yourself, you need to provide our staff with the locate confirmation number. In the event that a site is not marked or is marked unclearly, our staff has the right to refuse installation. Underground gas and electric lines pose a threat to our customers and staff. Safety is a priority for our installation team.

Any damage to these utilities is the responsibility of the property owner or person renting equipment.

Lefty's can supply simple or elegant tents for your next reunion, company event, graduation or outdoor wedding. Tents add a beautiful focal point while providing shade or protection from wind and rain. We do the work, you do the partying!

Member: ARA, American Rental Association
Grand Rapids Area Chamber of Commerce
Greenway Area Business Association
ICRTA