

Alaka`i Party Rentals Policies & Preparation Guide

The person referred to as “The Customer” in the following paragraphs is considered to be the main contact for all of the following Preparations and Policies on the day of the rental. It is of extreme importance that “The Customer” understands and abides to the following paragraphs as this is what will make “The Customer’s” Event run smoothly by minimizing delays and unexpected problems.

Delivery Time:

- A 2 hour window for delivery will be set for your party. It is the customer’s responsibility to be at the site and available to the workers during this 2 hour window.
- See “Extra Labor Charges” section for Postponement of set-up.

Set-up of Equipment:

- During Set-up of Equipment the Customer in charge must be present at all times for questions and any unexpected problems that may occur. Also, the customer must be present for training and instructions on equipment use.
- Certain equipment is “Delivered” and other equipment is “Set-up.” The following is listed.
 - Set-up Equipment: Tents, Popcorn, Cotton Candy, Slush, Ice Cream, Shave Ice, Inflatables, Generators.
 - Delivery Equipment: Tables, Chairs, Hot Dog Steamers and Rollers, Carnival Games, Lighting.
- See “Extra Labor Charges” section for Set-up and Break Down fees for Non Set-up Equipment.

Payment and Paperwork:

- The final payment is due immediately upon arrival. Employees of Alaka`i Party Rentals are not allowed to remove or set-up any equipment from the delivery vehicle until full payment has been received.
- Approved forms of payment are: Cash, Money Order or Cashiers Check. **NO PERSONAL CHECKS** will be accepted under any circumstances.
- All Paperwork must be completely signed before set-up of any equipment. This includes the “Rental Agreement” and “The Customer Prep and Policies” paperwork.
- Receipts and Copies of Paperwork will be available upon request only. This request must be made a minimum of 24 hours before the event in order to be available on day of event.

Deposit Refunds due to Weather:

- Deposits are refunded due to weather **ONLY** and if the Customer Cancels @ least **24 Hours** prior to the DELIVERY time. Deposits will be forfeited for any cancellations made more than 24 hours from arranged delivery time.

Deposit Refunds:

- Full refunds are given for cancellations made at least ten days in advance from the arranged delivery time. If a cancellation is made less than ten days the customer can roll the deposit onto another event within 60 days. After 60 days the deposit will be permanently forfeited.

Cleaning/Drying Deposit Refund:

There are different cleaning deposits for each piece of equipment. These are:

- ***Inflatable Bouncers:*** Refunds will be given as long as equipment is in the same condition as when delivered. Grass, sand and water from rain are OK. Dirt, Mud, Water, Tape or Tape Residue, Silly String, Food, Drink, Candy, Graffiti, etc. will result in loss of deposit.
- ***Inflatable Slides:*** Refunds will be given as long as equipment is in the same condition as when delivered. Grass is OK. Dirt, Mud, Tape or Tape Residue, Silly String, Food, Drink, Candy, Graffiti, etc. will result in loss of deposit.

If slide is used as a Wet Slide the following needs to be completed:

(INITIAL next to each number)

- _____1) Rinse waterslide thoroughly. Remove any dirt, leaves and grass.
- _____2) Spray slide down with water to get dirt, grass, etc. off.
- _____3) Turn water off at least 1 hour prior to pick-up. **LEAVE BLOWERS TURNED ON!**
- _____4) Unzip front of pool to drain water. Slip n' Slide pool must be drained by turning off blowers.
- _____5) Remove BLUE Liner in Pool only, rinse with hose and lay flat to dry **Velcro Side up.**
- _____6) Must be in the same condition as originally dropped off to receive deposit back in full.

- ***Ice Cream Machine:***
 - Empty Product From Machine
 - Run Fresh water (Warm if possible) through machine by filling it up from the top and turning the switch to "CLEAN."
 - Allow to run for a few minutes and then turn switch to off. Empty water out completely.
 - Empty and Rinse Drip Tray.
- ***Slush Machine:***
 - Turn Machine Off and Unplug.
 - Empty Product From both Barrels
 - Run Fresh water through each barrel. Empty water out completely.
 - Empty and Rinse Drip Trays.
 - A \$15 cleaning fee will result if not done.
- ***Hotdog Roller:***
 - Turn Heat to "WARM" Setting.
 - Wipe rollers down with a wet cloth while they are still turning.
 - Wipe off grease from under rollers.
 - A \$10 cleaning fee will result if not done.
- ***Tables and Chairs:***
 - *Tables:* The tops and sides must be wiped down prior to pickup for refund.
 - *Chairs:* Back and seat must be wiped down and free from dirt, food, graffiti, etc. prior to pickup for refund.
 - A \$2 cleaning fee for each table and chair will result if not done.
- ***Popcorn Machine:***
 - Remove excess popcorn from machine.
 - A \$5 cleaning fee will result if not done.

Accessibility and Clearance:

Gaining Proper Accessibility to the location is the customer’s responsibility, as is “Clearing” of the pathway. Failure to do so could result in a labor fee accessed if workers have to “Wait” or are needed to “Clear” areas for accessibility/setup reasons. (See Labor Charges Section)

- *Gaining access* could include but is not limited to:
 - Gates being unlocked prior to the delivery.
 - Proper Permits attained prior to delivery.
- *Clearance* could include but is not limited to:
 - Inflatables need a clearance width of approx 3 feet and height of 6 feet.

Labor Charges:

Due to different scenarios Labor Charges may be added by either the Customer or by Alaka`i Party Rentals. The following scenarios are listed below:

- If the customer request for certain “Delivery Only Equipment” to be set-up or broken-down, there is an extra labor charge for this.
 - Chairs are 25 cents each to set-up and 25cents each to breakdown.
 - Tables are 50 cents each to set-up and 50cents each to breakdown.
 - Hotdog Steamers and Rollers are all \$5 each to setup.
 - Carnival Games are \$2 each to setup and \$2 each to breakdown.
 - Lighting is \$5 each to setup and \$5 each to breakdown.
- If workers have to wait longer than 20 minutes to begin set-up due to fault of customer, there will be an extra labor charge fee assessed. A \$20 per hour and per man will be assessed when set-up is POSTPONED more than 20 minutes when only due to customer’s actions.

Electrical and Water Accessibility:

Hose for Wet Slide:

Block-Ice/ Cubed Ice for Shave Ice Machine:

Generator:

- **Gas:**
- **Maximum Use:**

Customer Responsibilities:

Equipment Location:

Customer Name (Print): _____

Customer Signature: _____

Customer Drivers License #: _____

Date: _____