



108 North Pierce 325-224-4471
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RENTAL POLICY

➤ Rental Reservations

Rental reservations may be made during rental store hours of operation, Monday through Friday, 10:00 AM to 6:00PM and Saturday, 10:00 AM to 2:00 PM. A 50% Reservation Deposit, based on your Rental Order total, is required to hold rental items for your event and must be paid at least 4 weeks prior to the event date. It is suggested that you make your reservation as soon as possible to be assured of availability. The Rental Order Balance is due and payable 10 working days prior to the event date.

The 50% Reservation Deposit WILL NOT BE RETURNED OR REFUNDED after the Rental Order Balance has become due. Items may not be deleted and item quantities may not be reduced after the Rental Order Balance becomes due. We will continue to accept changes that INCREASE YOUR ORDER (as long as the items you need are in our inventory) until 72 hours prior to the event. Once the rental items have been received by the customer for their event, returns, refunds nor exchanges will not be offered on those rental items.

➤ Rental Period

Unless otherwise indicated, the rental period includes the day prior to the event and the day of the event. Rental items are required to be returned by 6:00pm on the business day following the event date. For example, if the event is on a Saturday, the rental item will be available on Friday after 2:00PM, and must be returned on the Monday, by 6:00PM, following the event date. A late fee of \$25.00 per day per rental order will be charged and payment for such will be collected upon rental return.

➤ Damage and Loss Policy

We understand that in the course of rental use that normal wear and tear will occur. However, it is the Renter's responsibility to exercise reasonable care while in possession of the rental items during the rental period. The wholesale cost of the replacement of a rental item will be the responsibility of the Renter and payment for such will be collected upon rental return, under these conditions:

- If a rental item is returned damaged beyond repair,
- If the total quantity of rental items returned is less than the rental order quantity, such as 10 chairs were rented and only 9 chairs are returned, or
- If there is any loss or damage due to theft, burglary, collusion, misuse or abuse, theft by conversion, intentional damage, mysterious disappearance or any loss due to Renter's failure to exercise reasonable care

RENTAL POLICY (continued)

➤ Delivery & Pick-up; Set-up and Take-Down

Delivery & Pick-up for Events in the San Angelo area:

- **Delivery for rental orders totaling less than \$250.00 (based on total before sales tax):**
There will be a delivery/pick –up fee of \$45.00. Delivery will be prior to the event and pick-up on the following business day after the event during City Café and Bakery operating business hours. Delivery and pick-up will be scheduled during City Café and Bakery hours on Monday through Saturday from 10:00AM and 5:00PM. An additional fee will be charged for delivery /pick-up outside of these hours. Delivery **DOES NOT** include set-up or take-down of rental items (such as tables or folding chairs).
- **Customer Pick-up and Return**
If you, the Customer, elect to pick-up your Rental Order from our store, you are also required to return your Rental Order to the store during normal business hours. An additional fee will be charged if City Café and Bakery has to retrieve the customer's Rental Order from their event site.
- **Set-up and Take-Down for Events in the San Angelo Area**
Set-up and take-down of tables and folding chairs will be charged at rate of \$.50 per item.
- **For events outside of San Angelo area:**
Please contact us for pick-up/delivery and set-up/take-down options and related fees.
- **Food & Beverage-related Rental Items**
China, glassware, flatware and food service items must be rinsed, free of food and debris, and returned in the appropriate City Café and Bakery racks or containers, as they were delivered. Should this policy not be followed, an additional fee **PER ITEM** will be charged and payment for such will be collected upon rental return.

I HAVE READ THIS POLICY AND I UNDERSTAND AND AGREE TO ITS TERMS:

Signature

Name (printed)

Date