

## The Pre-delivery checklist

We know how important your event is and want to do everything we can to make it a successful one. If this is your first time renting with us we suggest that you read through this checklist. If you are an old rental pro, then you know what to expect.

This guideline has been compiled for you as a helpful aide to prepare for your upcoming delivery & pickup. Our contract supersedes anything suggested here and should be read completely so you understand what to expect of us and what we expect of you.

Please read through this list of pre-delivery items. This should help minimize any delays or additional charges the day of delivery and the day of pickup. Any delays at your site affect everyone else on the schedule that day. Please remember, just as we have a responsibility to you, we have the same responsibility to all of our customers.

### Delivery & Pickup Check list

- Verify the delivery & pickup address on your contract.
- Verify the delivery & pickup dates on your contract.
- Read the contract comments so you understand the delivery & pickup times.
- Verify the items and quantities listed on your contract are correct.
- Is portage required? (long carries, stairs, elevators, etc... See below for an explanation)
- Is setup and or strike required? Are these service listed on your contract?
- Is the delivery location ready to accept the items you have ordered?
- Will someone be there to count and verify the items at time of delivery and pickup?

----Here is a detailed list of items so you can prepare for your delivery & pickup.

1. **Delivery Vehicles.** When you originally placed your order, you were asked about truck size. We predominately deliver our equipment using 24' straight trucks. If your delivery site will not accommodate a 24' delivery vehicle, please call us to make those arrangements ahead of time. We have smaller trucks in our fleet to handle those circumstances.
2. **Tenting / Canopies.** If you will be receiving any tents or canopies, here are some items that should be taken care of prior to the day of delivery.
  - a. Double check the dimensions of your site to make sure it will accommodate the size tent you have ordered. You should also look for any overhead obstructions (i.e. power or phone lines, roof overhangs etc...). This is very important as our tents cannot be adjusted in size once they are loaded.
  - b. Any yard work or mowing should not be done the day of delivery. We recommend mowing at least 2 days prior to installation. Our delivery crews have very tight delivery schedules and do not have time to wait for any reason once they arrive at the site. If you have dogs or animals that use the area where the tent is to be placed, please cleanup the yard before we arrive; our delivery crews will appreciate this.
  - c. Move all ground obstructions (i.e. patio furniture, flower pots, bbq's). To avoid any delays or additional charges, please make sure the area where the tent will be setup is completely cleared out prior to the arrival of our setup crews.
  - d. If there are any underground utilities or sprinkler lines, please clearly mark them so they are not damaged when we stake the tent to the ground. It is your responsibility to clearly mark any underground obstructions. We cannot be responsible for any underground damage. If you are unsure, it is always best to call for a locate. The Washington Utilities Coordinating Council's web site is [www.wucc.org](http://www.wucc.org). More information can be found on their website.
  - e. Once a tent is erected it is very difficult to move. Tent location should be decided prior to the arrival of our setup crews. After installation is complete if we are asked to move a tent there will be an additional charge and we will ONLY move it if we have time in our schedule.
  - f. If you will not be on site at the start of the setup, please clearly mark the area where the tent should be placed. (Hint, use soup cans from your kitchen to mark the corners of the tent).
  - g. Upon completion of your event, all decorations and personal items should be removed prior to the arrival of our pickup crew. If our crews have to remove decorations or personal items, there will be

additional charges.

3. **Delivery Address & Times.** Please be very careful to check the delivery address and delivery times. Our standard delivery is typically from 7am – 7pm. There are busy times throughout the year where these times may be extended. If you require your delivery to be made between specific times, please let us know ahead of time.

4. **Portage.** Standard delivery is curbside (to the driveway, garage, or anywhere within 20' of the back of the truck). It does not include stairs, elevators, or long carries. When you originally placed your order, you were asked if there were any stairs, or long carries; if this has changed, please let us know at least 2 days prior to delivery so we can make the proper adjustments and correct the delivery schedules.

5. **Setup / Strike.** Most items do not include setup or strike. Most tenting will be installed by our crews. If you would like us to setup or strike any equipment (i.e. tables, chairs, linen, etc...), please make those arrangements prior to delivery. If you are unsure, please call our office for clarification.

6. **Drop / Pickup Location.** When you originally placed your order, you were asked where the equipment would be dropped at the site. If this location has changed, please let us know prior to delivery. Please make sure the area is clear and ready for our crews when they arrive. At the time of pickup, all equipment should be packed into their original containers the same way they were delivered. Stack all equipment in the same location it was delivered. Unless arrangements have been made ahead of time, if our crews have to carry the equipment from multiple locations or breakdown any equipment, there will be additional charges. If the location of pickup changes, please let us know prior to pickup.

a. Will someone be at the site to accept delivery? If not, please make those arrangements with us ahead of time. Remember, once we have made the delivery and left the site, the responsibility for the items shifts to you, the customer, until we put the equipment back into our truck at the time of pickup. Regardless of whether you are there or not.

7. **Residential Locations.** Due to insurance reasons, our crews cannot enter your home. Delivery must be made to the driveway, garage, or anywhere within 20' of the back of the truck. We do not want to accidentally damage your priceless family heirloom. We hope you understand.

8. **Water Damage.** Remember, water damage from the elements should be avoided. If you are storing items outdoors please cover them to avoid water damage from rain or sprinklers. If we have setup you tables and chairs and it starts raining, it is your responsibility to protect the equipment from water damage.

At R&R Party Rentals, we understand that the level of service, and the quality of our equipment, is critical to the success of your event. That is why complete customer satisfaction is our number one goal.