



CANCELLATION POLICY

Lincoln Wedding & Event Rentals understands that sometimes plans change. However, as a company we feel it is important to have a written agreement telling our terms and conditions to protect not only our products and services but our valued customers too, while we strive to provide excellent service.

Two Week Policy

Customers are allowed to add/cancel up to two (2) weeks prior to their event without any financial penalty excluding canopies, inflatables, and ceiling décor. All other items are 50% refundable up until the day of delivery or customer pickup. Refunds will not be given for unused rental items or cancellation of items on the day of delivery or customer pickup. Any items added to the reservation need to be confirmed 72 hours prior to scheduled delivery or customer pickup. If additions are made after this time, the customer may be charged a service fee based on type of product and quantity added. Discrepancies about quantity, type of item received, or any other nature must be reported to Lincoln Wedding & Event Rentals within two (2) hours from receiving any rental item.

Payment

All reservations require a 50% deposit to secure orders when making a reservation(s). A reservation is not confirmed until a deposit is received. Final payments are due ***one*** week prior to the date of the reservation. A credit card is needed for any reservation and will remain on file for all items in case of any damages, lost or stolen. If added services are requested during and/or after your reservation date, we may process your card for the fees. Refunds are made in the same manner which payment was received. Cash payments over \$50.00 will be refunded by a check.



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Canopies

Lincoln Wedding & Event Rentals is not responsible for any damages resulting from hitting private or public underground lines or sprinklers. The customer agrees to assume all liability and safeguard against Lincoln on any claims for damage to property or bodily injury. If Lincoln is setting up the canopy, we will manage contacting Gopher State One Call. If customer has agreed to setup the canopy, customer agrees to call Gopher State One Call at (800) 252-1166. Canopy sketches must be filled out and returned two (2) prior to the reservation date. If the sketch is not returned, we will not setup a canopy. These rental items are non-refundable one week prior to reservation date.

Inflatables

Inflatables are 50% non-refundable from time of booking reservation. The customer agrees to assume all liability and safeguard against Lincoln on any claims for damage to property or bodily injury. Customer also agrees to sign Release, Indemnification and Hold Harmless Agreement. These rental items are non-refundable one week prior to reservation date.

Ceiling Décor

Any ceiling décor provided by Lincoln Wedding & Event Rentals including ceiling drape and patio lights in venues and canopies are non-refundable from the time of booking reservation. This service is non-refundable one week prior to reservation date.

Linens

When renting linens, napkins, chair covers, and sashes the customer handles making sure the items ordered fit tables and chairs as desired. When picking out colors, it is recommended that the customer comes to the showroom to view colors prior to making reservation. Refunds are not issued due to color dissatisfaction or for unused items. Hangers, pins, and totes must be returned. The customer will be charged a replacement fee for packaging materials that are not returned.



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Damages & Returns

Except for linens, rental items are to be returned in the same condition as received. Cleaning fees will be charged for items not returned cleaned. If an item is lost, stolen or damaged, under any circumstances and regardless of fault, the customer agrees to pay the fee for repair or replacement. All rental items are due back by the date and time on the reservation. Late returns will result in added rental fees unless approved by Lincoln Wedding & Event Rental management.

Inclement Weather

Lincoln Wedding & Event Rentals reserves the right to postpone or cancel the setup or teardown of any items with or without prior notification to the customer. In the event postponement or cancellation is necessary, Lincoln will contact the customer at once or as soon as possible. We will discuss all options with the customer and make any adjustments to the reservation on an individual case basis.

Labor Services

Lincoln Wedding & Event Rentals offers setup and teardown services for all rental items. If there is an arrangement for Lincoln to supply a labor service, the customer has until two (2) weeks prior to reservation date to cancel labor services. If the services are cancelled within two (2) weeks prior to reservation date, the customer handles 50% of labor services agreed upon.



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