

## **GENERAL RENTAL ST. CLOUD, MN**

### **DELIVERY, PICKUP, SETUP AND TAKEDOWN INFORMATION**

Delivery and pickup services are available when arranged for in advance. Delivery is curbside drop-off and pickup. Curbside includes deliveries to commercial docks, residential garages, or driveways. There are additional charges if the delivery or pickup location has multiple doors, is in excess of 30 feet of vehicle, or is other than ground level (hills, fences, gates, elevator, or stairs).

Our delivery staff is instructed to stack items in a mutually convenient place on delivery. Please have an area prepared prior to our arrival where we can place the items or equipment. When we arrive for pickup, all items must be folded, stacked, dry, clean, and repacked in same containers and ready to go in same convenient place as delivery. Customers will be charged additionally for extra pickups and for items not ready at pre-arranged time. Setup and takedown services are available for additional charges.

### **DELIVERY AND PICKUP CHARGES**

Curbside or dock deliveries /pickups made at our convenience between the hours of 8:00 AM to 4:00 PM, Monday through Friday, within 5 miles of General Rental St. Cloud, MN are the least expensive. Our delivery charge is \$45 for the first 5 miles and \$4.00 each additional loaded mile. We typically schedule every delivery as an anytime delivery and an anytime pickup. If a customer has a specific time frame in mind we will do our best but cannot guarantee delivery or pickup in that allotted time. If a customer requests that we deliver or pickup after our store hours, there will be additional charges depending on what is rented and where it is delivered to.

### **BREAKDOWN OF SETUP AND TAKEDOWN CHARGES**

Setup and takedown service is available but must be prearranged for scheduling purposes. Charges for canopy setup or takedown will depend on the size of the canopy. We can also setup and/or takedown tables, chairs, dance floor, or staging and the price will vary upon the situation.

### **CANOPY SITE PREP**

Prior to a canopy setup all underground lines must be marked. Gopher State One Call is a free service; they can be contacted at **1-800-252-1166**. We advise calling Gopher State One a couple weeks in advance to be sure utilities will be marked 48 hours prior your setup/delivery date. Underground sprinkler lines and other personal utilities must also be marked. Gopher State does not mark personal utilities. General Rental St. Cloud is not responsible for any damages resulting from hitting underground lines or sprinklers.

Our canopies are rope and tension canopies, therefore a minimum of 10' clearance is needed all the way around the area where the canopy will be set up (ex. 30' x 60' canopy needs an area of 50' x 80'). The area where the canopy is to be installed needs to be level and with NO OBSTRUCTIONS such as trees, bushes, gardens, and lights. If you are unsure of the site where the canopy is to be installed please call us 320-251-6320, before reserving a canopy, one of our staff members will be able to assist you. Have a plan for where you want the canopy so the delivery and set up will run smoothly.

Do NOT place vehicles under a canopy, if you choose to do so it is at your risk and you are responsible for all damages.

There are additional charges for drilling into asphalt or gravel. Please notify us upon reservation if these services are going to be needed.

## CANCELLATIONS/REDUCTIONS/ADDITIONS

All party rentals have a 3-month cancellation policy. This means you have until 3 months prior to your reservation date to cancel for a full refund.

Reductions to quantities of items are appreciated as far in advance as possible, but must be made 3 weeks prior to event to avoid charges for reduced items.

Additions to orders can be made, depending on availability, up to the time equipment is loaded. This could be 48 hours prior to the delivery date. If additions are made after vehicle has left the lot an additional delivery fee will be charged (if customer comes to get the added equipment – we will pick up all equipment on the order for no additional fee). Please be sure all rental items are left in an agreed upon place to avoid an additional pick up fee for items left behind.

This form must be signed and sent back to General Rental St. Cloud at minimum one week prior to your delivery date. You can do so either by dropping it off at our front counter, via e-mail [grc@generalrentalstcloud.com](mailto:grc@generalrentalstcloud.com), fax 320-252-6375 or mail General Rental St. Cloud 2620 1st Street North St. Cloud, MN 56303.

**I have fully read and understand what my responsibilities are as a renter, and understand that additional fees will occur if my obligations are not met.**

Reservation Number \_\_\_\_\_ Date of Event \_\_\_\_\_

Contact Name(s) \_\_\_\_\_

Contact Phone Numbers \_\_\_\_\_

Delivery Address \_\_\_\_\_ City \_\_\_\_\_

Canopy installed on Grass \_\_\_\_\_ Asphalt/Concrete \_\_\_\_\_ Gravel \_\_\_\_\_

Dimensions of space available for the canopy setup. Width \_\_\_\_\_ Length \_\_\_\_\_

I understand that I am responsible for contacting Gopher State One (Initials) \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_