



## EQUIPMENT DELIVERY & PICK-UP POLICY

### **DELIVERY & PICK-UP**

We offer delivery and pick-up service for a fee based upon location, amount of equipment rented and a mutually agreed upon time frame.

Delivery/ Pick-ups are quoted as a 'tail-gate' drop-off to a nearby ground level area. Additional fees may be assessed for stairs, elevators, 'long hauls', sand or any other extraordinary circumstances that may be encountered. Please inform Camelot personnel of any of these situations at least three (3) days before your delivery. Circumstances may not allow us to accommodate such a request if our delivery crew arrives without prior knowledge.

### **SITE PREPARATION**

Please make sure site is prepared for delivery as any stand-by time incurred by our delivery crew will be billed at \$40 per man, per hour. Camelot personnel are not responsible or available for site prep work such as moving furniture, plants or other obstacles that may interfere with a delivery or pick-up.

### **VERIFYING EQUIPMENT & COUNTS**

It is the customer's responsibility to verify all equipment counts when delivered and immediately notify Camelot of any discrepancies, otherwise we will assume all counts were correct and equipment was delivered in an acceptable condition.

You or a representative of yours must be present on site during a delivery or pick-up. A stand-by fee will apply (if time permits) if you or a representative is not present. Otherwise delivery crew will continue with their routes and return at the next available time opening and an additional delivery fee will apply.

### **SET-UP & TAKE-DOWN**

There is an additional charge for set-up and take-down of equipment other than tents, stages and dance floors. Once equipment is set-up/ installed there will be a fee to move or re-position it. Please provide a lay-out diagram or schematic if we will be setting-up our tables, chairs or other equipment for you.

### **PREPARING FOR PICK-UP**

All equipment should be stacked and/or returned to their containers in the same manner and location as they were delivered unless otherwise arranged. Equipment should be sheltered or protected in the event of inclement weather.

### **EARLY MORNING, LATE NIGHT & HOLIDAY DELIVERY/ PICK-UP**

Early morning, late night, and holiday delivery and pick-up are all available for additional fees when requested by a customer.

### **ADDITIONAL TRIPS**

Any additional trips made per customer request or the inability to deliver or pick-up will be charged an additional trip charge

### **'LAST MINUTE' ADDITIONS**

The earlier an order is placed the greater the precedent it is given when we schedule our routes. 'Last minute' deliveries or pick-ups (*less than three (3) days before a delivery or pick-up*) will be accommodated as commitments or circumstances allow.

All of our drivers are equipped with cellular or radio communication devices.