Loot Rentals Policies

Here at Loot Rentals, our goal is to deliver good vibes through thoughtfully curated collections. Whether you're a prospective, new, or returning client, these policies are here to provide general guidance on the services we offer. Keep in mind that any services provided by Loot Rentals are subject to the terms and conditions outlined in your signed or accepted Quote (or other written agreement) with us.

Last Updated: February 2025

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Event Rentals

RESERVING YOUR RENTAL ITEMS

We are happy to reserve for you the Rental Items included in your Quote – for up to one week. Please note, however, that Loot Rentals does NOT guarantee the availability of any Rental Items. All Event Rental Orders must be finalized at least 30 days prior to the event date, with payment received in full. If changes are received within 5 days of the event date, we will not be able to guarantee the approval of the change request.

In order to reserve your Rental Items beyond the allotted reservation period, we require an upfront non-refundable deposit of 50% of the total fees due for your Event Rental Order and a signed contract.

If the client requests legal review before signing the contract, a $300 flat fee will apply. REDLINE CHANGES will need to be received and countersigned by both parties 10 business days prior to the event, in order to avoid rush fees.

DELIVERY ORDERS V. WILL CALL ORDERS

Delivery Orders from our Austin + DFW Locations

Event Rental Orders must meet a minimum of $1500 in rental items to qualify for delivery by Loot Rentals. All Delivery Orders are subject to the applicable delivery fee, as stated in the applicable Quote (see "Fees – Delivery Fee") below.

Will Call Orders from our Austin + DFW Locations

For all Event Rental Orders, you have the option of picking up the Rental Items from the Loot Rentals warehouse (a Will Call Order). We may require delivery, however, if we determine that your Rental Items are not suitable for will call, and you will be required to pay the applicable delivery fee. For Orders with less than $500 in rental items, we charge a $50 service fee. All will call orders are subject to the applicable 5% will call fee, as stated in the applicable Quote (see "Fees – Will Call Fee") below.

REQUIREMENTS FOR DELIVERY ORDERS

Delivery & Collection Windows

It is the client's responsibility to ensure that the Rental Items are ready to be received upon delivery and ready for collection by our staff during the applicable delivery window set forth in your Quote, as further described in the terms and conditions set forth in your Quote.

Access to Event Venue

In order to ensure that our team can successfully deliver and collect your Rental Items, we require adequate access at the event venue, including (at a minimum) drive-up access, hallways at least 4' wide, a standard-size freight elevator (8' wide or larger), and ramp access (rather than stairs). Some pieces may not fit through corridors or elevators, so please check with your sales lead for any size concerns. The client is responsible for confirming adequate access and any other conditions that may require additional labor or time for delivery or collection, allowing Loot Rentals to factor these conditions into the applicable delivery fee.

****Please Note: The client's failure to notify Loot Rentals of any such condition may result in an increase to the delivery fee set forth in the Quote.*

Event Setup & Strike

For each Delivery Order, we will arrange and set in place all furniture rented or leased from Loot Rentals, including as may be agreed upon by you and Loot Rentals in advance (e.g., according to any agreed-upon design we have provided). Smaller items (e.g., pillows and tabletop décor) will be delivered to the event venue in bins and you will be responsible for the unpacking and placement of those items. Loot Rentals is not responsible for the placement of any furniture or other items that is not the property of Loot Rentals.

In addition, we require that a representative who is knowledgeable regarding the setup of your Rental Items is present at the event venue during the designated delivery and collection times (for the entire windows of time designated in the Quote), or that (at a minimum) you ensure that the designated representatives is available by phone during these windows, and that you have provided us with the name and phone number of that representative in advance of the planned delivery and collection dates.

****Please note: Our delivery crews are not design professionals and are not responsible for the particular placement of any furniture or other items. We do offer styling services, however (see "Event Styling" below), which must be reserved separately.*

Any setup/strike schedule you provide to us must be received at least two weeks prior to the event date. It is the client's responsibility to ensure that sufficient time is allowed for the delivery and removal of the Rental Items.

Lighting

Although we offer various lighting options for rental, we do not provide light kits or installation services. If any of your Rental Items require lighting, including bulbs and extension cords, or require installation (e.g., hanging the lights), it is your responsibility to hire a professional lighting installer to provide those services.

Event Flips

If your event requires us to transform an event space (at the same venue only) for one purpose to another—e.g., from a ceremony space to a reception space (an "event flip"), we require a reasonable amount of time to execute this change. Loot will provide an adequate crew size to execute the event flip within the time allotted. The client is responsible, however, for ensuring that adequate time is provided to successfully execute the event flip.

****Please Note: Each crew member staying at the venue for an event flip must be provided a meal.*

REQUIREMENTS FOR WILL CALL ORDERS

Pickup & Return by Client

For all Will Call Orders, the client is responsible for picking up and returning the Rental Items from/to the Loot Rentals warehouse. All Rental Items must be transported in a fully covered vehicle. Open-bed trucks are not allowed under any circumstances. Clients must also bring appropriate supplies—such as tie-downs and moving blankets—to ensure the safe transport of all items.

Once the Rental Items leave our warehouse, the client assumes full responsibility for their care. Any damages or losses incurred during transport or while on-site at the event will be the client's responsibility, as outlined in the Terms and Conditions attached to your Quote.

Will Call Availability Hours

Will-Call is available during normal Loot Rentals business hours (Monday - Friday: 9 AM - 3 PM.) Any Will Call Orders picked up or returned outside of these hours will be subject to an additional charge, as set forth in the Event Rental Terms and Conditions attached to your Quote.

REQUIREMENTS FOR ORDERS REQUIRING TRANSPORT

We offer biweekly transports between our ATX and DFW locations at no additional cost if your order meets the rental minimum: $8,500 for ATX events and $4,500 for DFW events. For orders below these minimums, a $350 transport fee will apply. All orders must be confirmed at least one week before the transport date. If applicable, please check in with your Client Relationship Lead for further assistance.

DESIGN SERVICES

If you'd like our award-winning design team to assist with furniture curation and Loot Lounge mockups for your event, we're here for you! For an additional fee (see "Design Fee" below), we will recommend the best lounge setups and provide design guidance to help achieve your vision. The design fee includes a Quote for the curated items we select and a Loot Lounge mockup for each furnished area, based on the floor plan you provide and the included site visit (see "Site Visits" below). This service does not include full event space plotting or layout design.

Please note that we will reserve your items for up to one week after we provide you with the Quote for Design Services. If we have not received your signed Quote and the required payment by that time, we will not be able to continue to reserve any of the selected and certain items reflected in the proposed Quote may not be available by the time we receive your acceptance. In that event, we may substitute the item for a comparable item and will promptly notify you of any such necessary substitutions, which may be subject to additional fees.

Design Fee

We offer a complimentary 30-minute consultation to understand your vision. If you choose to proceed with design services, a $95 fee per rendering must be paid upfront before any design work begins. This includes one complimentary round of edits. Additional edits or renderings will be added to the quote at $95 per instance.

Site Visits

If the venue is outside of our 20-mile radius, the additional round trip mileage will be billed at the standard IRS rate. If time on-site exceeds one hour, the client will be billed at 50% of our standard rate (e.g., $62.50/hour) per stylist, plus $25/hour per crew member. Any additional site visits requested by the client will be billed at $125/hour per stylist and $50/hour per crew member.

EVENT STYLING

Upon request, we will provide a team of stylists to style and apply final touches for your event that go beyond normal setup. Styling services are billed as follows:

- Stylists: $125/hour, per stylist
- Crew members: $50/hour, per crew member

In addition, for each stylist and each setup crew member (aside from delivery crew), the client will be billed for roundtrip mileage (at the standard IRS rate) and, if applicable, room and board (see "Fees – Room and Board Fees" below).

FEES

Rental Fees

Event rental fees are priced according to the daily rate stated in your Quote. For rentals lasting for more than 24 hours, however, the Quote will reflect our multi-day rates or weekly rates (as applicable).

Cleaning & Restocking Fee

All Event Rental Orders are subject to a Cleaning & Restocking Fee equal to a percentage of the total rental cost—5% for Delivery Orders and 10% for Will Call Orders. ***For more information about the Cleaning & Restocking Fee, see “Generally Applicable Policies – Cleaning & Restocking Fees” below.

Delivery Fee

Each Delivery Order will be subject to a delivery fee, as set forth in the applicable Quote. ***For an explanation of how our delivery fees are calculated, please see "Generally Applicable Terms - Standard Delivery Rates" below.

Will Call Fee

Each Will Call Order will be subject to a Will Call fee, equal to 5% of the total rental cost, as set forth in the applicable Quote.

Room and Board Fees

For venues outside a 120-mile radius of our Austin or Fort Worth showrooms, additional fees apply:

- Hotel Stay: $175 per night for every two crew members. Stylists require separate accommodations.
- Per Diem: $60 per full day per person or $30 per half day, based on logistics.

These fees are in addition to standard delivery charges.

Rush Fee

Orders that require delivery and are confirmed within 10 days of their scheduled delivery date will incur a 20% Rush Fee on the entirety of the order.

Will-Call orders that are confirmed within 5 days of their scheduled pick-up date will also incur a 20% Rush Fee on the entirety of the order.

If payment is not received within 10 days of the event date, a 20% Rush Fee will be added to the order, even if the contract has already been signed.

High Season Service Fee

A 15% service fee will be applied to all orders during peak season to accommodate increased demand on our crew and truck fleet. This fee applies only to ATX orders and will be calculated on the total order amount.

- Peak season months: March, April, May, September, October, and November.
- SXSW Orders: Orders placed during SXSW will incur a 25% fee instead of 15% due to exceptionally high demand.

Festival Season Fee (SXSW Week Only)

A 25% surcharge will apply to all ATX orders during SXSW Week to account for the increased demand on our crew and truck fleet.

Time-Specific Fee

Orders requiring a time specific delivery/pickup incur a $150 Time Specific Fee. Times are first come, first serve and are subject to availability. Additional crew may be required for tight windows.

Transport Fee

We offer biweekly transports between our ATX and DFW locations at no additional cost if your order meets the rental minimum: $8,500 for ATX events and $4,500 for DFW events. For orders below these minimums, a $350 transport fee will apply. All orders must be confirmed at least one week before the transport date. If applicable, please check in with your Client Relationship Lead for further assistance.

RESCHEDULING REQUESTS

Although we try to honor rescheduling requests, we cannot guarantee that your Rental Items will be available on your newly requested event date(s). If the Rental Items are available on the requested date(s), you may nonetheless incur additional fees as a result of the rescheduling, based upon a number of factors. In addition, for any rescheduling requests that we are able to honor, you will be responsible for paying the applicable cancelation fee, as set forth in the Event Rental Terms and Conditions attached to your Quote.

Promotional Photoshoot Sponsorship

If you would like to rent items from Loot Rentals for a promotional photoshoot, we offer a 50% sponsorship discount off of the applicable fees (but not the delivery fee, which is not discounted) if we agree that Loot Rentals will have the right to use the photos for its promotional purposes. Delivery is required for large or bulky items that are not appropriate for pickup. The delivery fee and any other applicable fees charged at our hourly rate will be quoted to you up front and will not be discounted.

In order to request to be considered for a promotional photoshoot sponsorship, please fill out our Contact Form at https://lootrentals.com/contact-us/ and choose “Photoshoot Sponsorship” from the drop-down menu in the “Contact Type” field. We will contact you once we’ve reviewed your request.

Generally Applicable Policies

STANDARD DELIVERY RATES

Our delivery rates are based upon whether the venue is considered “in-town” or “out-of-town” (see below) and increase based on distance/travel time, peak season times, load size, required crew size, and any applicable restrictions imposed by the delivery location/venue.

In-Town: Delivery locations within a 120-mile radius from the Loot Rentals Austin showroom or Fort Worth showroom are considered “in-town.” Fees for in-town delivery start at $350.

Out-of-Town: Delivery locations outside of a 120-mile radius from the Loot Rentals Austin showroom or Fort Worth showroom are considered “out-of-town.”

Our delivery fees include:

- an adequate number of crew members;
- loading and unloading of all items;
- use of our delivery vehicle(s);
- supply of all necessary moving supplies;
- (if applicable), crew time required for setup (placing items in designated areas);
- roundtrip mileage, gas and crew time spent traveling to and from the Loot Rentals showroom (for both deliveries and pickups); and
  for event rentals requiring an overnight stay, roundtrip mileage, gas and crew time spent traveling between the event venue and the hotel accommodations.

CLEANING & RESTOCKING FEES

This required fee helps keep our collection in top condition—supporting regular upkeep, touch-ups, and standard cleaning so your items arrive fresh, clean, and event-ready. It ensures our pieces stay in circulation and looking their best for your future celebrations, too. Please note: this fee does not cover damages like stains, scratches, or breaks

DAMAGE WAIVER

The damage waiver is a safeguard, priced at 10% of your rental total, that covers accidents that may occur while the items are in your care, such as scratches, stains, or damage resulting from normal use. If you opt into the damage waiver, Loot will cover the cost of these damages.

If you’d like to opt out, please notify your sales lead prior to signing the contract. Opting out requires a signed waiver and credit card authorization, allowing us to charge the full replacement cost for any items damaged or missing while in your care. Please note: the damage waiver is not insurance—you’re still liable for significant damage from misuse or loss.

CANCELATIONS & REFUNDS

All deposits and payments are non-refundable unless otherwise provided in the applicable terms and conditions attached to your Quote. For any refunds permitted under the applicable terms and conditions attached to your Quote, we will deduct from the refunded amount any applicable processing fees.

RETURN OF RENTAL ITEMS

- All Rental Items must be returned together with all items provided with your Order (e.g., bins, dividers, racks, bags) as delivered by us or picked up by you.
- All Rental Items must be, at a minimum, returned in reasonably clean condition.

PAYMENT METHODS ACCEPTED

For all Orders, we accept cash, check, ACH, Visa, Mastercard, and American Express. If event is taking place within 10 days, only credit card or wire payments will be accepted.

PROCESSING FEES

The client is responsible for payment of all applicable payment processing fees incurred in connection with collection of your payment, based upon the payment method used, as may be further described in the terms and conditions attached to the applicable Quote.

RUSH ORDERS

The following policies will apply if event is within 10 days of booking

- Only CC or wire payments accepted (no checks or ACH allowed)
- Orders not confirmed will only be allowed as will-call
- Orders not confirmed incur a 20% Rush Fee
- There is a 5-day no-guarantee for changes and must be approved by warehouse first

CANDLESTICK POLICY

When renting candlestick holders please note that taper candles are not included. We highly encourage the use of dripless or LED candles.

Candlesticks returned with wax drippings will incur a $20 fee per candlestick. Please feel free to reach out to your client relationship lead if you need assistance finding dripless or LED recommendations.

Staging Rentals

Loot Rentals no longer offers specialized B2B staging services or discounts. However, if you wish to rent our items for staging purposes, you are welcome to submit a wishlist via our website, and our team will provide a quote at our standard rental rates. All standard rental policies, including rental fees, delivery fees, and our Cleaning & Restocking fee, will apply.

Custom Items

Loot Rentals can produce custom items for your next project—e.g., custom-made or custom-altered items. In order to give your project the time and attention it deserves, we require at least 30 days' lead time for custom production work, but we may require a longer period, depending on the scope of the project. We will only accept projects for custom work that is within our team's skillset.

Any custom production work we perform for our clients will be billed on a "time and materials" basis, at the default rate of $100/hour or other hourly rate that we may agree upon. Any outsourced projects will be assessed on a project-by-project basis.

Prior to commencing any custom production work, we require payment of a non-refundable deposit of 50% of the total fees quoted.