



## CONFIRMATION

### RENTAL RESERVATION CONFIRMATION & SCHEDULING

A rental reservation is not considered confirmed until all required **RESERVATION DOCUMENTS** are completed and the applicable **CONFIRMATION PAYMENT** has been received. Reservations marked as **QUOTE** are not confirmed and are not added to the job delivery schedule.



#### CONFIRMATION DOCUMENTS

This **CONFIRMATION DOCUMENTS** are hyperlinked within the **QUOTE PDF** file that is deployed to the client. This collection of documents will be referred to as the **RESERVATION DOCUMENTS**. All forms are web-based forms built within the **ADOBE SIGN** eco system. All forms are accessible via a mobile, desktop, or tablet web browser. Upon completion of all required fields, all forms will be auto-returned to Made in the Shade when the signer has clicked the finish tab. These forms cannot be saved and returned to for completion. They must be completed in one sitting. We suggest reading through the forms prior to any data input.



- CLIENT PROFILE** (Specifically new or single event clients, clients with new information requiring updates in system)
- RENTAL TERMS & CONDITIONS** (May include **CLIENT-SPECIFIC TERMS & CONDITIONS ADDENDUMS**)
- SITE CONDITION DISCLOSURE & DELIVERY PREPARATIONS FORM**
- Submit the required **CONFIRMATION PAYMENT**  
(Payment amount is determined when confirmation is made in relation to the planned delivery date)

Rental reservations missing a minimum of 1 required item will be marked **TENTATIVE**, pending the receipt of the missing confirmation component. Confirmed rental reservations are marked **ACTIVE** or **INVOICE**.

Once confirmed, reservations are scheduled, inventory is allocated, labor is assigned, permits are initiated, and third-party vendors may be engaged.



#### CONFIRMATION PAYMENT

A **CONFIRMATION PAYMENT REQUEST** will accompany every **QUOTE** that is deployed by our sales team. This payment will be due along with the completion of our **RESERVATION DOCUMENTS** to confirm a rental reservation. The **CONFIRMATION PAYMENT** amount will be determined by the **DELIVERY DATE** lead time.



#### ADVANCED RESERVATIONS

Rental reservations that are confirmed 30+ days before the **DELIVERY DATE**.



##### 25 - 50% CONFIRMATION PAYMENT

A **25 - 50% CONFIRMATION PAYMENT** is required to confirm the rental. The percentage is calculated using the grand total of the **QUOTE** at the time it has been deployed by the sales team. **CONFIRMATION PAYMENT REQUEST** will contain a due date that may or may not be aligned with the **QUOTE EXPIRATION DATE**.

*Note: The CONFIRMATION PAYMENT and RESERVATION DOCUMENTS must be received by the QUOTE EXPIRATION DATE to retain the pricing structure and all line items listed within the QUOTE. Confirming the rental after the QUOTE EXPIRATION DATE may impact inventory availability, including rental rates and Delivery/Pickup fees.*

##### PRE-DELIVERY PAYMENT

A **PRE-DELIVERY** payment will be requested for the remaining balance on the rental 7 days prior to delivery.

##### FINAL INVOICE

Any additions or service charges incurred from the **DELIVERY DATE** will be billed on a **FINAL INVOICE** following the **PICKUP** and subsequent inventory review & check-in.

Failure to submit the **PRE-DELIVERY PAYMENT** may delay delivery or result in the cancellation of the rental reservation.



#### EXPEDITED RESERVATIONS

Rental reservations that are confirmed within the 30-day window before the **DELIVERY DATE**.



##### CONFIRMATION PAYMENT

A **100% CONFIRMATION PAYMENT IN FULL** is required to confirm the rental reservations. Payment is due on or before the due date to retain pricing structure of all line items on the order and secure the allocated inventory.

##### FINAL INVOICE

•Any additions or service charges incurred from the **DELIVERY DATE** will be billed on a **FINAL INVOICE** following the **PICKUP** and subsequent inventory review & check-in.



## CANCELLATION

### SINGLE ITEM CANCELLATION

The following is a guideline for the cancellation of individual inventory items like tenting, structures canopies, heaters, flooring, lighting, cement block weights. We encourage our customers to make any necessary cancellations well in advance so that we can better serve all of our customers and plan accordingly.

Individual item cancellation fees:

CANCELLATION BETWEEN 7 – 29 DAYS BEFORE DELIVERY DATE: UP TO 25% RESTOCKING FEE

CANCELLATION BETWEEN 6 – 2 DAYS BEFORE DELIVERY DATE: UP TO 75% RESTOCKING FEE

CANCELLATION BETWEEN 1 DAY BEFORE DELIVERY DATE OR AT TIME OF DELIVERY: UP TO 100% RESTOCKING FEE

### ENTIRE ORDER CANCELLATION

Customers seeking to **CANCEL** either a part, or the entirety, of a confirmed rental reservation after the rental or service has been confirmed, and before equipment is delivered, will be subject to the following **CANCELLATION POLICY**. Due to the size and scope of the annual events we cover, our daily schedule is planned out months in advance, leaving just a sliver of available delivery and pickup time slots for new rentals. When rental is confirmed, our team is fully committed to the planning, preparing, and executing the install and removal of each reservation. Depending on when and how a cancellation is communicated can dictate what our sales team will be able to do to fill that vacancy. The following cancellation portion of our **CONFORMATION, CANCELLATION, AND CHANGE POLICY (CCCP)** is intended to provide guidance to our customers who may be face with making a cancellation of any kind and outline the financial penalties that are activated within the week prior to the **DELIVERY**. Customers who meet the criteria to receive a refund for a total rental cancellation must complete our **CANCELLATION FORM**. Refunds are issued within 60 days of receipt of the **CANCELLATION FORM**.

### CONDITIONS AND FEES FOR CANCELLATIONS BELOW

#### ADVANCED RESERVATIONS

Initiating the cancellation before the **PRE-DELIVERY PAYMENT** is submitted (Typically the 7-day window before the **DELIVERY DATE**)

#### CANCELLATION 30 OR MORE DAYS BEFORE DELIVERY DATE

Full Refund of the entirety of the **CONFIRMATION PAYMENT\***  
 \*CUSTOMER MAY BE CHARGED FOR PERMIT & PROCESSING FEES & SITE VISITS  
 Please allow up to 60 days for the refund to be dispersed.

#### ADVANCED & EXPEDITED RESERVATIONS

#### CANCELLATION BETWEEN 7 – 29 DAYS BEFORE DELIVERY DATE

**CUSTOMER WILL BE RESPONSIBLE FOR, BUT NOT LIMITED TO / UP TO 50% RESTOCKING FEE**  
 on each tent/accessory line item on the order at the time of cancellation

The whole, or part of any **PAID PERMIT, PERMIT PROCESSING, and/or SERVICE FEES** may be included in a refund.  
 Equipment Prep **LABOR/LOADING** charges if applicable.

**TRAVEL AND TIME** for **SITE VISITS** for any canceled rental reservations will be billed accordingly.

**CUSTOMER REFUND WILL INCLUDE, BUT NOT LIMITED TO**  
 Delivery, Pickup, Long Carry, After-hours, Equipment Rental (conditional), and applicable Labor Fees.

#### ADVANCED & EXPEDITED RESERVATIONS

#### CANCELLATION BETWEEN 6 – 2 DAYS BEFORE DELIVERY DATE

**CUSTOMER WILL BE RESPONSIBLE FOR, BUT NOT LIMITED TO / UP TO 75% RESTOCKING FEE**  
 on each tent/accessory line item on the order at the time of cancellation

The whole, or part of any **PAID PERMIT, PERMIT PROCESSING, and/or SERVICE FEES** may be included in a refund.  
 Equipment Prep **LABOR/LOADING** charges if applicable.

**TRAVEL AND TIME** for **SITE VISITS** for any canceled rental reservations will be billed accordingly.

**CUSTOMER REFUND WILL INCLUDE, BUT NOT LIMITED TO**  
 Delivery, Pickup, Long Carry, After-hours, Equipment Rental (conditional), and applicable Labor Fees.

#### ADVANCED & EXPEDITED RESERVATIONS

#### CANCELLATION BETWEEN 1 DAY BEFORE DELIVERY OR ON DELIVERY DATE

**CUSTOMER WILL BE RESPONSIBLE FOR, BUT NOT LIMITED TO / 100% RESTOCKING FEE**  
 on each tent/accessory line item on the order at the time of cancellation

The whole, or part of any **PAID PERMIT, PERMIT PROCESSING, and/or SERVICE FEES** may be included in a refund.  
 Equipment Prep **LABOR/LOADING** charges if applicable.

**TRAVEL AND TIME** for **SITE VISITS** for any canceled rental reservations will be billed accordingly.  
 Delivery, Pickup, Long Carry, After-hours, Equipment Rental (conditional), and applicable Labor Fees.

**CUSTOMER REFUND WILL INCLUDE, BUT NOT LIMITED TO**

**NO REFUND WILL BE ISSUED**

### CANCELLATION CONDITIONS

Cancellation of the order must be initiated by the customer in writing (via Email) or over the phone. Completion of a cancellation request will be required to receive a refund of any kind. Failure to complete the formal cancellation request via Cancellation Form is a forfeiture a refund. Customer has 30 days to complete the form. Refund timeline is contingent on the date the form has been received. Part of the rain plan reservation requirement is that Made in the Shade will plan as if the rental will occur with the job maintaining a position on the delivery/pickup schedule.

### CANCELLATION REFUNDS

**REFUND DISBURSEMENTS MAY TAKE UP TO 60 DAYS FROM THE DATE THE CANCELLATION WAS REQUESTED.**

*Charges for site visits (Site visits are a courtesy for confirmed rentals) will be billed accordingly based on a \$100/hour for MITS attendance + any transportation costs (up to \$3/mile)\*. Site visits for confirmed rentals are complimentary. Equipment secured on behalf of the customer from a 3rd party vendor are Subject to the cancellation policy of that vendor.*



## CHANGES

### ORDER CHANGES & REVISIONS

#### BEFORE CONFIRMATION AND DURING QUOTE PROCESS

Revisions & changes are limited to 3 versions before the rental is confirmed.

#### AFTER RENTAL CONFIRMATION

All revisions and changes should be completed **2 WEEKS BEFORE** the **DELIVERY DATE**.  
Eliminating/canceling an item will fall under the **SINGLE ITEM CANCELLATION** section of the policy.

#### RENTALS REQUIRING A PERMIT

All revisions and changes should be completed **4 WEEKS BEFORE** the **DELIVERY DATE**.  
This will allow enough lead time to submit permits to presiding fire departments.

### FAQ

#### HOW SOON SHOULD I CONTACT MADE IN THE SHADE

If your event is 5-7 days away and rain is in the forecast:  
1. Submit a request via our Request a Quote form.  
2. Call our office at (916) 371-8500 to follow up.

#### IMPORTANT CONSIDERATIONS

- Peak season (April, May, June, July, September, October, November): Space is limited on our job schedule, making last-minute requests difficult to accommodate.
- Event Types We Service: Large concerts, festivals, sporting events, construction, manufacturing, agriculture, and corporate events. We do not provide tents for small private events or weddings.

#### HOW WILL I KNOW IF A TENT IS AVAILABLE TO RENT?

Response times depend on demand, and availability is determined by:

- Installation time frames & site accessibility
- Delivery & pickup scheduling
- Equipment inventory

If we cannot fulfill your request, our team will notify you as soon as possible.

#### WHAT IF I SUBMITTED A QUOTE REQUEST, BUT I HAVE NOT HEARD BACK?

If rain is in the forecast, we receive a high volume of inquiries, which may delay responses. If you haven't heard back:



#### RAIN PLAN TENTING POLICY

Made in the Shade's **RAIN PLAN CANCELLATION POLICY** includes aspects of the CCCP; however, that policy is a stand alone cancellation policy available for review [HERE](#).

#### STORM PREPARATION

Learn more about preparing for a storm via [hyperlink button](#) below.