**Reservation Policies**

1. **Booking your rental**:

* Call us for availability of equipment and dates.
* To reserve your equipment, please send us 50% as a deposit.
* Payment in full is required the day of your rental.
* You may cancel your rental 2 weeks before the rental date and receive a full refund of your deposit. See **Cancellation Fee Schedule** below.

1. **Insurance (You are responsible for the value of your equipment rental).**  
   You MUST provide ONE of the following:

* A policy rider from your insurance company showing that you are covered for damage or loss equal in dollar value to the rental equipment. The policy should indicate "LunaWebs.com, Inc.” as payee.
* A credit card with an available credit line equal to the value of the rental equipment.
* Cash or certified check in the value of the rental equipment to be held by us until the return of the rental equipment.

1. **Rentals are for use in the state of Utah only**. You must pick up and return the rental equipment. Rental items cannot be shipped.

Equipment is not considered “reserved” until you receive a confirmation.

You may call at any time to check equipment availability. There is no minimum time period for reservations. If equipment is available, it may be rented on the spot. However, due to limited availability of, we suggest making your reservation at least 2 weeks prior to your event.

Excessive damage or misuse causing damage will be charged at replacement cost. Should any malfunction occur the renter must notify LunaWebs.com, Inc. immediately.

LunaWebs.com, Inc. is not responsible for accidents or injuries caused directly or indirectly from the use or misuse of our equipment. LunaWebs.com, Inc. is not responsible for providing technical support when renting equipment without an engineer. In such cases, it is the responsibility of the renter to understand how to operate the equipment.

**Cancellation Policies**

When equipment is reserved for your party – they are booked and not made available to other potential customers. As such there is a **Cancellation Fee Schedule** to avoid loss of business due to reservations.

Equipment must be cancelled, fifteen (15) days before the pick-up date to receive a **100% refund.** If the cancellation occurs 7-14 days prior to pick-up date you will receive a **75% rental credit.** Any cancellation made less than 7 days prior to pick up will result in loss of all fees paid.

**Cancellation Fee Schedule**

|  |  |
| --- | --- |
| **Time Period of Cancellation** | **Cancellation Fee** |
| 2 weeks or more | Full refund of deposit |
| 7-14 days before rental | 75% rental credit |
| Less than a week prior to pick up | Loss of all fees paid |

**Return Policies**

Equipment is due by 5:00 pm on the return date. Equipment returned late will be charged a $30.00 service fee plus the additional day rental fee for each day late.  Equipment returned soiled or damaged will be assessed a cleaning and/or damage fee. It is the responsibility of the renter to check the condition of the equipment at the time of check out.