

WESTERN COSTUME CO.

11041 VANOWEN STREET | NORTH HOLLYWOOD, CA 91605 | TEL. 818.760.0900 | FAX 818.508.2182
HOURS OF OPERATION: MONDAY THROUGH FRIDAY 8AM-5PM | FEDERAL ID NUMBER: 95-2396279



THEATER, SCHOOL AND STUDENT RENTAL POLICY

APPROPRIATE SHOES ARE REQUIRED AT ALL TIMES. NO HIGH HEELS, NO OPEN TOE OR OPEN BACK SHOES, NO SANDALS IN WAREHOUSE.

RENTAL PERIODS: weekly (7 days) or production (2 – 15 weeks)

- **Minimum Rental** is \$150.00
- **Certificate of Insurance** is required for all rentals over \$5000.

APPROVALS: Are for two (2) days on a weekly rental, or for one (1) week on a production length rental. There is a 50% restocking fee. All approvals are dependent on the sole discretion of management. All items returned on approval must be returned to Western Costume on or before the approval date. Items received after the approval date will be charged the full rental amount for each item.

RESTOCKING PULLED ITEMS: All items pulled but not rented must be restocked. There will be a restocking fee charged if pulled items are not properly restocked. Please ask if you are not sure where an item belongs.

PAYMENT METHODS: Cash, VISA, MasterCard, American Express, Discover Card, or Purchase Orders (with approved credit) are accepted. We do not accept checks.

CREDIT CARD ACCOUNTS: Can be opened in person if you are using your own credit card. If you cannot come to Western Costume in person or you will be using someone else's credit card, you or they must fill out a credit card authorization form. Forms and instructions are available on our website at www.westerncostume.com under "policies" at the top of the page.

IN-HOUSE ACCOUNTS: In-house accounts are available on approved credit through our company, all rentals must be accompanied by a purchase order number. The application and instructions are available on our website at www.westerncostume.com under the link "policies" at the top of the home page. The credit application process can take 5 to 10 business days.

DEPOSITS: A security deposit equal to three times the amount of your rental is required at the time of rental for any job not charged to an in-house account.

- Credit cards are the only acceptable method of payment for deposits on rentals not being charged to an inhouse account.
- All credit card accounts will be charged a safety deposit of three times the total rental amount. In addition, if the amount is over \$5,000, there will also be an additional non-refundable 3% bank fee added to the amount charged.
- The safety deposit will be refunded after all costumes have been returned and the invoice has been paid.

LABOR CHARGES:

- **Labor Fees:** There is a \$60 per hour labor fee required for an in-house costumer to pull and organize your order for you. This labor fee also applies for one of our in-house costumers to send you photographs of our stock. The minimum charge is for one hour although depending on your needs it may take longer than one hour. This fee is charged whether you rent items with us or not.
 - **Research Library:** There is a \$60 per hour labor fee for an in-house costumer to do research for your order. The minimum charge is for one hour, although, depending on your needs, it may take longer than one hour. For more information about our research library, please contact research@westerncostume.com, or call (818) 760-0900.
 - **Cleaning Fee:** a cleaning fee equal to 15% of the rental amount total is charged on all rentals. Some articles may be subject to a higher cleaning fee.
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STUDENT RENTALS:

- **Valid Student ID** cards are required for all student rentals..
 - **A letter from the school** acknowledging your participation in a student project may be required
 - **Restrictions apply**
 - **All student write ups must be to the cash desk no later than 4:30pm.**
 - **Direct any inquiries** to Christina Munoz at cmunoz@westerncostume.com or call (818)760-0900.
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GENERAL:

- **DRESSING ROOMS:** We do not allow costumes to be tried on in the aisles. Use of dressing rooms may be arranged at the Cash Desk. We recommend that you schedule them in advance. Space is limited and there is no guarantee that a room will be available. All dressing rooms must be properly cleaned when you are done.
 - Please refrain from consuming food or drinks in the warehouse.
 - All rentals to be written up must go to the Cash Desk. Last write-up of the day occurs at 4 P.M.
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OVERTIME CHARGES: (Please notify Cash Desk by 5pm) After 5pm you will be charged an overtime fee of \$375.00 per hour if you need us to stay open to assist you with your order. In addition, you will be charged a \$90 labor fee to write up the order. There is a 1-hour minimum charge, with no grace period.at 5 P.M.