



NCSHakes Costume Shop Rental & Service Policies

Mission: The mission of the Costume Shop is to serve NCSHakes' costuming needs as well as those of organizations, businesses and individuals in the community and state.

Concept: The Costume Shop's ability to effectively serve NCSHakes' needs and those of organizations, businesses and individuals requires that the shop charge reasonable fees for costume rentals and costuming services. These fees provide the critical resources to keep the shop properly managed, equipped, supplied and serviced.

Rentals and rental returns by appointment only!

Policy Items:

- **Fees** – All clients of the shop will be charged fees.
- **Payments & Deposits** -
 - **For rentals**, all clients must pay the full rental charge at the time they receive their rented costumes. They must also provide a separate security deposit equal to ½ the rental total. Late fees and charges for cleaning, loss or damage to costumes and/or accessories will be deducted from this separate security deposit. If the security deposit is insufficient to cover these charges, the client will be invoiced the balance of the charges and have 15 days from the date of invoicing to settle the account. For rentals where a credit card has been provided as security these charges will be applied to the credit card. If the client requests NCSF to hold costumes they wish to rent at a later date NCSF will require a non-refundable deposit equal to ½ the estimated rental charges; this deposit will be applied to the rental total.
 - **For services**, all clients must pay a deposit equal to ½ the estimated service charge at the time they enter into a Service Agreement. No work on Service Agreements will begin until this deposit has been received. Final payment for Service Agreements must be made upon completion.
- **Liability for Lost or Damaged Costumes and Accessories** – All organizational renters of costumes and/or accessories must sign an Acceptance of Liability statement and accept full responsibility for reimbursing NCSF the value of lost or damaged costumes or accessories as noted on the rental agreement. Organizations must provide NCSF with a Certificate of Insurance noting NCSF as co-insurer. Individuals renting costumes and/or accessories must leave a signed credit card statement.
- **Alterations** – Alterations are the sole responsibility of the renter unless NCSF is asked to provide this additional service. Costumes may be altered in relation to size (i.e. taken in or let out) with NCSF's permission as long as the alteration does not permanently alter or damage the costume.
- **Dying, Painting, Etc.** – Costumes may not be dyed, painted, textured, re-constructed or changed in any way other than altering for size. The renter, prior to returning the costume(s) to NCSF, must undo any trims, button, sashes, or any other additions/changes of any kind to the costume. Failure to do so will result in the renter's incurring a **restore** charge.
- **Late Fee** – Clients will be charged a late fee for failing to return rented items on the agreed upon return date.
- **Costume Cleaning** – Rented costumes must be returned to NCSF dry cleaned (or laundered, if appropriate – ask the shop's manager) and ready for storage. If costumes are not returned cleaned and ready for storage NCSF will charge the client \$3 each piece for cleaning as well as a service charge of \$30.00/hour to cover the shop's time involved in this activity
- **Service Parameters** – Generally, shop services refer to altering costumes from NCSF stock or provided by the client; packaging costumes for a production or event wherein NCSF pulls costumes and accessories from its or the client's stock and oversees creating a partial or full package of costumes for a production or event (altering and/or decorating costumes would be a natural part of this service); constructing costumes for an organization or

individual from designs provided to the shop or, depending on the complexity of design, designing the costumes as well.

- **Material and Supplies** – Clients must provide the shop with funds *in advance* for the purchase of any materials and/or supplies needed by the shop to fulfill the client’s service agreement.
- **Contract Fee** – From time to time projects may be of such a magnitude and scope that NCSF will suggest that a single contract fee be agreed upon to provide the service for the client.
- **Estimates** – Clients must understand that fees for services are a good faith estimate of expense. NCSF has the right to adjust its cost estimate upon receipt of new/additional information about the requested service. NCSF will make every effort to contact the client as soon as possible if it deems the cost for the service will be greater than its original estimate of cost.

WE DO NOT RENT OUT SHOES OR WIGS

Non-Profit Organization Rentals

Costume Rental Fee (per costume piece):	\$ 2.00/performance including dress rehearsals*
Accessory Rental Fee (jewelry, scarves, gloves, ect.)	2 items for price of 1
Accessory Only Rental Fee	Negotiable
Restock Fee:	
1 – 5 Costumes	\$ 40.00
6 – 10 Costumes	\$ 50.00
11 - 15 Costumes	\$ 60.00
16 - 20 Costumes	\$ 70.00
21 - 25 Costumes	\$ 80.00
25 - 30 Costumes	\$ 90.00
30+ Costumes	Open
Alterations Rate:	\$ 30.00/hr***
Restore Rate:	\$ 30.00/hr***
Late Fee (per costume piece):	\$ 2.00/day

** *Hats* are priced as a **costume piece**, not an accessory (unless stated otherwise)

Other Rentals

Costume Rental Fee	\$ 50.00/costume^
Consists of 1 shirt, 1 skirt/pant, 1 hat, and 1 accessory or 1 women’s period dress/men’s period 2pc, 1 hat, 1 accessory	
Accessory Only Rental Fee	Negotiable
Service Consultation Fee	\$ 30.00/hr***
Alteration Fee	\$ 30.00/hr
Restore Fee	\$ 30.00/hr
Late Fee	\$ 5.00/day

* - Does not include footwear.

** - Does not include supplies or materials.

*** - This fee is charged only after the 1st hour and is calculated in ½ hour increments.

^ - Costumes being used for a prolonged period of time, usually more than 1 week, will be levied an additional rental charge.

Signature _____ Date _____