

## Instructions and Guidelines for Costume Rental

*The following guidelines are intended for everyone's benefit. Many organizations rely on Ottawa Little Theatre's inventory as their sole costume resource, and it is the intent of these Guidelines to help insure the proper care and maintenance of our inventory.*

### ***Costumes Available for Rental***

- Our stock consists of donations, purchases and costumes built for many years of OLT productions. We have examples of period clothing from ancient times up to the present. Some of the costumes are Vintage and extremely fragile. We have a small collection of ethnic clothing and a collection of military uniforms. We do not have costumes for popular culture characters or costumes from movies or television shows.

### ***Ordering Costumes for Rental***

- After an initial call, you will be sent standard measurement and request forms. We ask that we have a two week lead time before the costumes are needed to avoid disappointment.
- Once these forms are sent back to Ottawa Little Theatre, we will pull costumes for your approval.
- We work by **appointment only** to reserve and/or check-out. Please call us any time you need to visit Costume Rentals at 613-233-8948 extension 231. No one may access small props, large props or costume storage unless accompanied by a staff member. There is a limit of four (4) people per contract in the warehouse at any given time.
- Photos are permitted.
- For plays and other forms of entertainment, we allow you to take more items than you need on approval to provide choices in fittings. Items may be taken on approval for one week only. A valid credit card is required as a security deposit on all rentals. **There are no exceptions.** We will charge you only for the items you use, if the unused items are returned before the end of one week's trial rental. This is negotiable. If you use less than half of the items that were taken out on a trial rental, then we will charge a minimum of 10% of the total of the original invoice.
- Costumes may be placed on reserve four weeks prior to your first performance and may be checked-out three weeks prior at no additional cost.
- This merchandise is not for sale. It is for rental purposes only.

### ***Registration and Payment***

- Contract
- For each new rental, your Company must fill out a new **Letter of Agreement/Contract**. Costumes may not be reserved or removed from Ottawa Little Theatre until all the paperwork is in place.
- Payment
- All costumes must be paid for in full before they can be taken from Ottawa Little Theatre. Cash, cheque, or credit card may be used.
- Once costumes have been rented, there are no refunds or credits but exchanges on all rented items may be made prior to opening night. A total of three visits per contract may be made for exchanges.
- Deposit
- A minimum deposit cheque, or a credit card number, is required when costumes are taken out. **There are no exceptions.** The cheque will not be cashed, nor the card number used unless items are not returned on time or come back soiled or damaged.
- The deposit amount is based on the number and type of rentals and may be increased proportionately. The deposit cheque will be returned once items have been returned undamaged and on time.

### ***Care, Cleaning and Alterations of Costumes***

- The renter assumes all responsibility for loss of and/or damage to all items entered on the rental order for any cause whatsoever. This individual is responsible for repairing damaged items, replacing lost or stolen items, and for timely returns.
- No costume may be painted, treated with glue, dyed, mutilated or otherwise irreversibly changed or cut in any manner. Adhesive products (glues, tapes, iron-ons) may not be used on any item.
- In the event that a lost item cannot be replaced, the renter agrees to pay the replacement value to Ottawa Little Theatre.
- If you would like to make a major change to a garment that you think will improve it, please call and check it out with us first.
- All temporary alterations, including any labels you put into an item, must be removed and costumes restored to their original condition before being cleaned. Please tack in alterations; safety pins left in a garment as alterations will damage the fabric. Please do not remove, write on or cover OLT inventory tags.

- Costumes must come back in the same condition as when they left OLT. Do not use stage blood or eat food anywhere near our costumes and do not use scents of any kind. If you have questions regarding the way a garment should be cleaned or repaired, please call us.
- You may have soiled costumes cleaned at a dry cleaner of our choosing or you may return them and Ottawa Little Theatre will have them cleaned at a minimum charge of \$20.00 per costume. Please do not machine wash any costume piece without permission.

### ***Returning Costumes***

- Costumes are due back to Ottawa Little Theatre ten (10) days after the final performance date listed on your contract. A penalty charge of \$15.00 per costume PER WEEK will accrue for all items kept out after this time.
- All items placed on reserve and not rented must be returned to us within a week. Ottawa Little Theatre will consider any costumes kept after that time to be rented and assess a rental charge.
- **Appointments** are required to return Ottawa Little Theatre costumes. The person returning costumes is responsible to stay for check-in.
- When returning costumes, use your invoice as a checklist to make sure that you have all of the items. Putting the costumes in the order of the invoice expedites the return process. If you make a large return that is out of order, we will charge a restocking fee for the extra time it takes to check in the order.

### ***Visits***

- Always call Ottawa Little Theatre before a visit to make an appointment.