

The Theatre Company

Self-pulled Show Guidelines

1. Please make an appointment to pull with the show rental department.
2. When you arrive at The Theatre Company, please check in with the rental staff. Please fill out your rental contract form and provide us with a hard copy of your purchase order (schools only) and a credit card you intend to use for the deposit and/ or guarantee. Your business office can also fax us a copy of your school purchase order before you arrive. Please note that we require a credit card guarantee with all costume orders, even if you have been approved to use a school purchase order or check for deposit.
3. Rentals that total \$300.00 and under must be paid for at the time the costumes leave the building. We must have a completed, signed contract plus purchase order and credit card information, in order for costumes to leave the building. Please see the production price guidelines for costume prices. We price by the complete outfit. This method is your best value.
4. We will have clothes racks available for you to pull your items. We request that you use safety pins and manila tags to organize your items into outfits. If your items are not organized into outfits, they will be charged on a per piece basis. If you need tags and pins, we have them available for a small charge. When your outfits are organized, please pin your accessories for that outfit to the left sleeve of the largest of the garments. This facilitates our inventory process. Some items are available for purchase from our retail counter.
5. Once you have finished pulling your show, please notify the show rental department. One of our designers will check your rack to make sure you have not pulled something that is needed for one of our full-service shows (we try to make sure these costumes are pulled off the floor beforehand. We apologize for any inconvenience). We require at least 24 hours between the time you finish pulling and your pick-up time to accommodate the inventory process.
6. You are responsible for all alterations. Please see alteration guidelines on the reverse of this sheet. If you find that a garment is damaged we will try to get the garment repaired before your show is picked up. We need at least 72 hours advance notice and cannot guarantee that we will be able to accommodate all repairs.
7. You may start pulling your show one month prior to your opening date. You may take your costumes up to 2 weeks prior to opening to allow for fittings and dress rehearsals. Prices are good for the run of your show, up to four weeks total. Longer runs will be negotiated on an individual basis. There is no tax on costume rentals.
8. We accept early returns of items not used in your show up to your opening date. Any items received after that date will not be credited the rental fee. In order to be credited for costumes returned early, they must be returned to The Theatre Company and received in our building before your opening date. Items that are used for dress rehearsals or those that have makeup residue due to fittings and require cleaning will be considered used and do not qualify for early return status. Early returns are subject to a restocking fee of \$5.00 per costume. Please call and make an appointment to return unused items so we may be sure to have personnel and racks available, or call to let us know you are shipping back early returns.
9. Please make a show return appointment when you return your show. This ensures that we will have racks and personnel available for your check-in. Your show is required to be returned within a week of your closing date. Please return your show in the same fashion in which you took it, as this makes the check-in process much smoother. This includes tagging each costume with the actor's name and having accessories properly pinned to the left side. You have the choice to stay and check in with us, or you may return the costumes and we will do the check-in. If you return the costumes and do not stay to check in, we ask that you sign a waiver agreeing to our final check-in tally.

1400 North Benson Ave Upland, CA 91786

Phone: 909-982-5736 Fax: 909-982-8965

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ALTERATION GUIDELINES

- You may alter your wardrobe with standard sewing techniques. Please use matching thread. Please do not use stitch witchery, hot glue, tape, or any other non-sewing method on the costumes. These result in permanent, expensive damage. Please do not use adhesive tape of any kind on your costumes. These leave a residue on the surface that is difficult and time consuming to remove. Please do not “alter” your costumes with safety pins. Pins are fine to mark the alteration, but will result in rips and tears if worn on stage. If any of these methods are used on the costumes and not removed before returning, we will charge a fee to remove and clean.
- Please remove any labels you put in the costumes. Any labels still in the costumes at return will be removed and the renter charged an hourly rate to pay for the personnel to remove labels.
- Hemming of skirts, pants, and sleeves are fine. Please do not cut the garment in any way. Please do not drastically remake a costume. If you have to go out or in more than 4”, the item does not fit. You might be better served by re-pulling the garment. Do not remove anything sewn on the costumes, including trim.
- Please do not change trim or dramatically change the look of the costume. Changes will result in extra fees of \$50.00 per hour for our staff to restore the costume to its original design. If the design is changed beyond repair you will be charged full replacement for the item.
- Do not dye or paint costumes. This will result in full replacement costs.
- Stage blood can result in staining and permanent damage. Do not use blood with costumes. If there is damage from blood, We will charge the full replacement cost for that costume.
- Please ask your performers to avoid perfumes and scented oils. These stay in the costumes after dry cleaning and can limit their wearability by other performers.
- Extensive use of make-up will be considered damage. We will charge an extra cleaning fee per item. If the make-up cannot be cleaned completely, we will charge full replacement for the item.

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