



WESTERN COSTUME COMPANY
11041 Vanowen Street
North Hollywood, CA 91605
818-760-0900
Hours of Operation:
Monday Through Friday, 8 a.m. – 6 p.m.

PRIVATE RENTAL POLICY

- **By appointment only.** Please call in advance so that we can schedule you in.
- **Costumer Fee** – There is a \$45.00 per hour labor fee required to have one of our in-house costumers send you pictures, pull your order, and/or do your fitting with you. There is a one hour minimum fee although depending on your needs your order may take more than one hour. This fee is charged whether you rent items with us or not.
- **Minimum Costume Rental:** \$100.00 plus labor and cleaning fees.
- **Valid I.D** is required for **ALL** rentals.
- **Payment:** We gladly accept cash, VISA, MasterCard, American Express and Discover Card for all rentals. We do not accept personal checks.
- **Credit Card Accounts:** Credit Card Authorization forms and instructions are available on our website at www.westerncostume.com under “policies” at the top. This form and copies of your credit card and ID must be received before we can begin work on your order.
- **Cleaning Fee:** a cleaning fee equal to 15% of the rental amount total is charged on all rentals.
- **Rental period** is for either one 7 day rental, or 2-15 weeks. No partial rentals.
- **Not Available for Private Rentals:**
Police, Postal Workers, Religious, KKK, Nazi or Middle Eastern

A SECURITY DEPOSIT IS REQUIRED for all rentals.

- A security deposit equal to three times the amount of your rental is required at the time of rental.
- Credit cards are the only acceptable method of payment for security deposits on rentals.
- Security deposits are processed as an “authorization only” at the time of rental. The funds do not leave your account and the authorization will drop off automatically in two to ten business days depending on your banks policies, although there may appear to be a hold for the amount of your security deposit during that time.
- **All rental fees are payable upon costume rental.** Rental/deposit payment methods are final. If any changes are made in payment/deposit method, you will be charged a 6% service charge.
- **Returns** are accepted in our Shipping/ Returns department located at the far end of our loading dock. Please bring your copy of your rental contract with you in order to facilitate your return and have all costume pieces on the hangers supplied at the time of your rental.

SAFETY FIRST!

- This is not a self-serve facility; all visitors must be accompanied by a costumer at all times.
- Visitors are not permitted on warehouse ladders.