

The Theatre Company

Self-pulled Show Guidelines

Although we are happy to supply the service of selecting costumes for your show, we realize that sometimes you want to make your own choices – so that option is available as well. Just be sure to familiarize yourself with the process below so everything goes smoothly.

1. Please make an appointment as far in advance as possible so we can be prepared for your arrival.
2. When you arrive at The Theatre Company, check in with the rental staff. If you have not already done so, fill out your rental contract form and provide us with a hard copy of your purchase order (schools only) or the credit card you intend to use for the deposit and/or payment guarantee. Your business office can also fax us a copy of required documents before you arrive. Please note that we require a credit card guarantee with all costume orders, even if you have supplied a school purchase order.
3. Package rentals that total \$200.00 or less must be paid for at the time the costumes leave the building, after we have a completed signed contract, purchase order, and credit card guarantee. Please see the production price guidelines for costume prices.
4. We will have clothes racks available for you to pull and organize your selections. If you are not familiar with our stock, be sure to ask for a copy of “Where the Heck is Everything?” We suggest that you use safety pins and manila tags to organize your items into complete outfits; doing so will result in the most economical pricing. If your items are not organized into outfits, they will be charged on a per piece basis. 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; please ask for assistance.
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 anything that is already committed to another client. (We try to make sure these costumes are pulled off the floor before you arrive, but occasionally a piece or two slips through the cracks). Please allow a minimum of 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 refer to our “Alterations Guidelines” sheet. If you find that a garment is damaged we will do our best to make repairs before your show is picked up. Please allow adequate time for this process – last-minute pulls will be shipped “as-is.”
7. You may start pulling your show up to 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, but purchased items are taxable.
8. Costumes not used in your show may be returned for full credit up until your opening date. Any items received after that date will be billed at normal rate. 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 returned soiled or with makeup residue that require cleaning will be considered used and do not qualify for early return credit. Self-pull designers are expected to return all unused items back to their original location; otherwise, a restocking fee of \$5 per item will apply. Please call and make an appointment in advance to return unused items.
9. **After the show:** Please make a show return appointment. This allows us to have racks and personnel available for your check-in. Costumes must be returned within one week of your closing date. Please return your show organized as it is on your inventory to make the check-in process go smoothly. This includes tagging each costume with the actor’s name and having accessories properly pinned to the left side. We recommend that you stay and assist in the check-in process; otherwise, you must sign a waiver agreeing to accept Theatre Company’s inventory of returned garments as correct.

I understand and agree to comply with the above conditions: _____

Date: _____ printed name of signer: _____

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Costume Care and Alteration Guidelines

- You may alter wardrobe items using standard sewing techniques. Please use matching thread. Do not use stitch witchery, hot glue, or any other non-sewing method on the costumes. These result in permanent, expensive damage. Do not use tape or adhesives of any kind on your costumes; it leaves a residue that is difficult and time consuming to remove. Please do not “alter” costumes with safety pins. Pins are fine to mark an 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, or even replace in cases of extreme damage.
- Please remove any labels you put in the costumes. Any labels still in the costumes at return will be removed and your production will be charged an hourly rate for this service.
- Hemming of skirts, pants, and sleeves are fine. Please do not cut the garment in any way. Please do not drastically remake a costume unless you receive our approval IN ADVANCE. If you have to reduce or enlarge a garment by more than 4”, the item does not fit and you should seek an alternative. Do not remove anything sewn onto the costumes, including trim.
- Please do not change trim or dramatically change the look of the costume. Changes will result in hourly fees for our staff to restore the costume to its original design. If the design is changed beyond repair you will be charged a full replacement fee 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. Please consult with us if you intend to use blood in your production so we can work together to find a solution to your needs that will not result in ruined costumes.
- Please ask your performers to use deodorant, and NOT to use perfumes or scented oils. These stay in the costumes after dry cleaning and can limit their wearability by other performers.
- Make-up not removed by laundering and/or dry cleaning will be considered damage. Please use make-up sparingly, and powder it well. We recommend that T-shirts be worn under costumes as well to minimize perspiration staining and odor.
- If you must launder or dry clean garments during your run, check labels within garments and follow standard laundry and dry cleaning guidelines. We strongly suggest you check with us first, and remind you that cleaning is NOT required following the close of your production.

We appreciate your efforts to take care of your costumes – please don’t hesitate to call for help or advice. We supply it for free! – and look forward to helping to make your costume rental experience hassle free. Have a great show!