

The Theatre Company

Self-pulled Show Guidelines

Although we supply the service of selecting costumes for your show when time permits, we realize that sometimes designers want to make their own choices – so that option is available as well.

Please familiarize yourself with the process below so everything goes smoothly.

1. **Appointments:** Make an appointment in advance so we can be prepared for your arrival; e-mail us at info@theatreco.com to request a time and date. Generally, we encourage you to come Monday-Friday; if Saturday is your only option, be aware that we are open to the public and usually do not have design staff available for questions. We expect self-pull clients to be alone or with one assistant; we cannot accommodate larger groups without prior arrangement. Please plan to complete work for the day by 4:30 p.m.
2. **Rental duration:** You may schedule your self-pull appointment UP TO one month prior to your opening date. You may pick up your costumes two weeks prior to first performance, to allow time for fittings and dress rehearsals. Rental prices are for UP TO four weeks total. Longer runs will be negotiated on an individual basis.
3. **Paperwork:** Before you arrive, please mail or e-mail us a signed, completed copy of your show rental request, including payment information, and, if applicable, your purchase order.
4. **Getting started:** When you arrive at The Theatre Company, check in with the rental staff. If for any reason we do not have your completed reservation form, we will ask you to fill one out before beginning your costume selection. Please make sure to wear close-toed shoes. Food is not allowed, and beverages must be in sealed containers.
5. **Racks:** We will provide a clothes rack for your use while pulling and organizing your selections, and a placket identifying your project. Staff will do their best to answer questions about where to find things, but we STRONGLY encourage you to spend some time familiarizing yourself with our building layout and extensive labels before starting.
6. **Building etiquette:** We spend countless hours keeping our stock organized, and expect you to respect that effort. Items examined but not taken should be replaced EXACTLY where found, hung appropriately, and have size tags replaced. If you find items in mislabeled locations, please speak to a staff member so it can be corrected. We understand the need to assemble garments for comparison and the selection process, but we expect you to leave your work area organized and unused garments restored to their original locations prior to departure.
7. **Organization:** We recommend that you bring safety pins and tags to organize your items into complete outfits; doing so will result in the most economical pricing being applied. If your items are not organized into outfits, they will be inventoried and priced on a per piece basis. When your outfits have been selected and accessorized, please pin your accessories for that outfit to the left sleeve of the largest of the garments. It is important for inventory accuracy to not bury garments inside or under other garments. This facilitates our inventory process. Racks, storage boxes, and laundry baskets may not be taken with costumes. Some accessory items and wigs are available for purchase from our retail counter; please ask for assistance.
8. **Before you leave:** Once you have finished pulling your show, or are ready to leave for the day, please check out with a member of our staff before departing. It is important for us to know if you have completed your project and are ready for the inventory process, or if you will be returning to do additional work.
9. **Inventory:** Once you have completed your self-pull, we will need time to inventory your items prior to pick-up. Please make sure that you want all the items on your rack and that unwanted items have

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been properly restocked; once the inventory is completed, items are billable. Please make sure to let us know what date you plan to pick up your items. In some cases if you finish work early enough, we can complete the inventory on the same day – but it is best to assume it will take us at least a day or two for the process. Once the inventory is complete, a copy will be e-mailed to you with a notification that your order is ready to be picked up or shipped if that is your preference.

10. **Sizing:** It is your responsibility to make sure that you are selecting garments sized appropriately for your actors. The size tags on garments are generally accurate, but we strongly recommend that you check garments for existing alterations and measurements; we will not be responsible for size tag accuracy. You are responsible for all alterations. Please refer to our “Alterations Guidelines” sheet which has detailed rules about what may and may not be done.
11. **Damaged items:** During the pulling process, if you find that a garment is damaged (broken zipper, missing button, etc.), please bring it to our attention by labeling it with a green tag. We will do our best to make repairs you have noted before your show is picked up if time permits – last-minute pulls will be left “as-is.” We do not give credit for items with damage not noted at time of pick-up.
12. **Exchanges:** If you need to exchange a few garments (up to 10% of your order) for replacements in a different size, we will waive the 50% restocking fee PROVIDED unused items are returned clean, tagged, on wire hangers as delivered, AND an appointment is made in advance. Costumes selected and taken but not used in your show will be credited for 50% of rental price, provided they are received within five business days after pick-up. Any items received after that date will be billed at their normal rate. Items returned soiled or with makeup or perfume residue that require cleaning will be considered used and do not qualify for early return credit. Please make sure all returned garments are on WIRE hangers as supplied.
13. **Pricing:** Our retail counter has a pricing book that will give you a GENERAL idea of rental prices, but each inventory is unique and will be priced after all selections are made and costumes assembled, to give you the lowest prices possible. Please be aware that in rare cases, garments you select may be removed if already promised elsewhere – of course, you will be notified and not charged for such items. There is no sales tax on costume rentals, but purchased items are taxable.
14. **After the show:** Please make a show return appointment (info@theatreco.com) prior to arrival. This allows us to have racks and personnel available for your check-in. Costumes should be delivered (or postmarked) within three days following close of production. Please return your show organized as it is on your inventory document to make the check-in process go smoothly. This includes tagging each costume with the actor’s name (if they were included in the inventory), and having accessories properly pinned to the left side. Make sure to REMOVE all inserted name labels and check all pockets for personal items. It is ideal if you can stay for the check-in process; otherwise, you agree to accept Theatre Company’s check-in of returned garments as correct and final.
15. **Missing items:** It happens – items get left behind. If this happens, we will provide you with a list of items we are unable to locate. We expect that these items will be returned within one week, and unreturned items will be billed at replacement cost if not received.

Revised 09.23. GH

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

Date: _____ printed name of signer: _____