

Costume Connection Policies

We have two categories of stock:

Type A pieces are custom-made, period and specialty items.

Type B are items that could be found in a thrift store.

1. No Type A costume piece may be torn, stretched, distressed, glued or cut for any reason. No Type A costume piece will be dyed, painted, stage-bloodied, glued, or permanently altered in any way.
2. Trims, buttons, closures, or any other piece of the garment should not be removed without the written permission of the Costume Connection Houston warehouse supervisor. Any piece that is removed will be replaced to its original position before the garment is returned.
3. Alterations must be hand-sewn/ basted; **do not use pins, tape, iron-on bonding web, glue or any other type of adhesives.** No alterations of any kind are allowed on leather, velvet, silk or delicate fabrics where the puncture marks from sewing may be visible once the alteration is removed.
4. Any alterations must be released and the garment returned to its original shape and size *prior to cleaning.*
5. Unless otherwise specified, all items must be dry-cleaned and/or hand-laundered before being returned. Proof of cleaning is required. Anything returned unclean will be assessed a charge of \$20.00 per item. Costumes returned with noticeable body odor or stains will be charged a damage fee.
6. Any costumes taken out but not used in the production or in rehearsals should be returned prior to opening date. If items are kept past the opening date (or worn for rehearsals) they must be returned cleaned.
7. Any damage incurred during the normal laundering or dry cleaning is the sole responsibility of the user and full replacement value will be charged for damage. "Damage" is determined by the Costume Connection of Houston warehouse supervisor, based on fair market value for such repairs. A note on deodorant and antiperspirant: **Costumes worn against the skin (such as bodice of a gown) should be protected with underarm dress shields. Shoes must be worn with socks or stockings, or a protective liner must be used.**
8. Any damage incurred during the production will be repaired by the member before the costume is returned. Unrepaired damage and the resulting charges will be determined by the Costume Connection of Houston warehouse supervisor, as based on fair market value for such repairs, including both materials and labor costs.
9. Costume Connection of Houston's inventory identification (barcodes, tagging or both) may not be removed or altered. If the ID is missing or altered, a \$5 service charge will be assessed.
10. Appointments are required for pulling and/or pick up and return. A \$25 fee will be assessed for any unscheduled returns checked in by costume staff and a \$100 fee will be assessed for any

returns not checked in by costume connection representatives. Also, 24-hour notification is required to extend the original return date. Costume Connection of Houston reserves the right to deny any request for any reason deemed appropriate by the Costume Connection of Houston warehouse manager.

11. Transportation of the costume(s) is the responsibility of the member. This includes shipping charges.
12. Acknowledgement: The theater company will provide program acknowledgement as follows: "Costumes provided in part by Costume Connection Houston."

For Members, the following policies also apply:

13. Storing members' use of their own costumes may include alteration or distressing. Costumes owned by storing members may be altered or treated at the discretion of the designer. Costumes must be returned without pins or tape.
14. Storing members may reserve specific pieces of their own stock for upcoming productions. These pieces may be used/rented by other companies in the interim on a case-by-case basis.
15. Storing and non-storing members may pull shared stock one month prior to first rehearsal. Any costumes taken out but not used in the production or rehearsals should be returned prior to opening date. If items are kept past the opening date (or worn for rehearsals) they must be returned cleaned.

FEES

For non-members, there is a \$25 minimum rental fee.

For members and non-members, late fees will be assessed at \$10/costume/day. If rescheduling a return is required, please call the Costume Connection of Houston's supervisor as soon as possible. Rescheduling must be approved for late fees not to occur.

Any costumes rented but not used in the production or rehearsals can be returned prior to opening date. If they're kept past the opening date (or worn for more than a fitting) they must be returned cleaned.

DAMAGED OR LOST COSTUME FEES

Normal wear and tear on costumes is expected and won't incur extra charges. Damage beyond normal wear and tear will incur damage charges.

Damage charges will be assessed for broken zippers, detached garment pieces, make-up or other permanent stains or any other damage that renders the costume not rentable.

Damage fees include the cost of the supplies needed to restore the garment to its original state as well as labor costs.

Major damage to costumes, including irreparable tears, major seam damage, damage from pins, or irreversible alterations will be assessed at the replacement value of the costume.

Lost costumes will be assessed a lost costume fee of the replacement value of the costume.

RETURN DATE

The return date is calculated by your production's closing date plus fourteen (14) calendar days to allow you processing and dry cleaning time. If for any reason you need more time, please inform us within 48 hours of your rental return date to avoid late fees. This applies to members and non-members.

DISCLAIMER:

Costume Connection of Houston and its leadership are not responsible for accidents or injuries related directly or indirectly to the use of the rented items.