



Pioneer Theatre Company / 300 South 1400 East / Salt Lake City, UT 84112

Do Ault / do.ault@ptc.utah.edu / 801-585-5851

Welcome!

Thank you for considering Pioneer Theatre Company for your costume needs. We know how much work goes into a production, and we're here to help make the costume part as smooth as possible. Here's what you need to know before renting.

Who Can Rent?

Renters must be at least 19 years old. If under 19, an authorized adult must complete the rental agreement and provide the deposit.

Getting Started

To start your costume inquiry process, [please fill out his form](#). OR, email Do.Ault@PTC.Utah.edu the following information:

- Your name, phone number, and email
- Production name and time period
- Company address
- First dress rehearsal date and performance dates
- Costume list and reference images
- Any 'risky' show elements (food/drinks, dancing, smoking, etc.)
- Actor measurements (inches preferred)

Please reach out at least 2 weeks before your first dress rehearsal.

Deposits

Bring a card or check to your appointment.

- Cards: You will fill out a quick Debit /Credit authorization form.
- Checks: Plan on two- one for the deposit (we'll return it to you if everything comes back nicely), one for the eventual rental fee.
- Deposits aren't charged unless something is damaged or lost- or if you want to apply it to your rental fee. We'll always contact you first before making any deductions.

Deposit Tiers:

1-10 items: \$150

11-20 items: \$300

21-30 items: \$450

31-40 items: \$600

41-50 items: \$750

Important reminders:

- No food, drinks, stage blood or open flames in or around costumes.
- No knee sliding or smoking in costumes.
- Costumes may not be used outside.
- Only temporary alterations allowed (undo before cleaning).
- Avoid safety pins on delicate fabrics.

Rental Terms and Pricing

- Prices based on a rental of 1 day-2 weeks.
- Additional rental days (fittings, photos, performances beyond 2 weeks): 50% of rental fee/week.
- You can rent up to 4 weeks before your first dress rehearsal.
- Rush orders (<1 week): 50% rush fee.
- **For costume costs, kindly see the Rental and Replacement Pricing Guide.**

Paying the Rental Fee

Once everything's returned and checked it, we'll email you an invoice.

- Card on file: Our business manager will process it and send you a receipt.
- Check: You can mail it or make an appointment to drop it off. Payment is due within 7 days of receiving the invoice.

Damage & Care

Let us know ASAP if something gets damaged.

- Damage fees depend on what happened.
- Big issues (like burns or missing pieces) may mean full replacement cost.
- Check your costumes before leaving and report any pre-existing damage within 48 hours.

Possible fees:

- Unremoved alterations: \$20-\$40/item.
- Extra cleaning: \$20-\$30/item.
- Labels left in costumes from your show: \$5-\$10/item.
- Permanent changes or lost items: Full replacement cost.

Bringing Guests

You may bring up to two guests with you to your appointment.

Children should only come if absolutely necessary – and must stay with you.

Note: We don't have a private fitting space in storage, so plan fittings separately and outside of your appointment.

Dry Cleaning

You're responsible for cleaning used costumes before returning them.

- Remove all of your labels and alterations first.
- Don't send our silver chrome hangers to the cleaners (\$5 fee if missing).
- You can re-hang items on regular hangers to avoid charges.
- Keep your dry cleaning receipts as proof of cleaning.
- Reunite suits and other two-piece outfits before returning.

Returns

- No charge for unused costumes **returned before opening night**
- Late returns: \$20/item/day.
- Late payments: \$50/day.
- Schedule your return at least 1 week in advance.
- Bring your inventory for check-in (15-45 minutes).
- All hanging items must be returned on hangers (\$2 fee per missing hanger).
- \$20 restocking fee applies to all rentals.

Need Us to Pull Costumes?

We can do that!

- \$20/hour pulling fee (even if you don't rent the items).
- Send us a detailed list, reference images, and measurements (inches preferred).

Shipping

Can't pick up in person? We'll ship via FedEx.

- Shipping costs added to your rental fee.
- Give 2 weeks' notice before your need-by date for us to prep and mail your items.

Program Credit

If you're printing a program, please include:

'This production's costumes were supported in part by Pioneer Theatre Company.'

Cancellations

Need to cancel? Let us know a least 24 hours ahead.

Rescheduling depends on availability and our 1–2-week appointment policy.

Liability

You're responsible for making sure costumes are safe and suitable for your cast.

Some items may impede or limited movement.

Pioneer Theatre Company isn't liable for injuries, allergic reactions, or accidents during use.

Parking Tips

Campus parking is enforced with zeal. Here are some options to park safely:

- Quarter-fed meters (in front of the theatre and nearby gamer building).
- Purchase a pass: Parking & Commuter Services
(https://utah.t2hosted.com/cmn/auth_guest.aspx).
- 30-minute loading parking spaces near loading dock (flashers required).

If it is your first time visiting, call 801-585-5851 once you've parked and we'll guide you in.

We are excited to help you have a successful experience!

Warm regards,

Do Ault

PTC Costume Rental Coordinator