

Second Story

TERMS AND CONDITIONS

By renting from Second Story (@secondstoryrentals), you agree to the following terms and conditions:

Reservation & Payment

Bookings are only confirmed once payment has been settled. Rental rates vary per dress. You may secure your date by paying the refundable security deposit first. Full rental payment must be settled on or before pick-up / delivery date.

Security Deposit

A refundable security deposit is required for all rentals.

- Short / Long Dresses & Cocktail Dresses — PHP1,000
- Formal Gowns — PHP1,200
- Hard-to-Source / Exclusive Pieces — PHP1,500–PHP2,000 (depending on dress value)

The security deposit may be partially or fully deducted for:

- Late returns
- Excessive cleaning
- Heavy sweat stains or odor retention
- Makeup transfer or difficult stains
- Damage, missing accessories, or policy violations
- Irreversible discoloration (especially white dresses)

Valid ID Requirements

At least one (1) valid government-issued ID is required before rental confirmation. School IDs are also accepted provided they are accompanied by an additional document showing proof of address (e.g. utility bill, barangay certificate). Strictly no ID, no booking.

Rental Duration

ALL RENTALS ARE VALID FOR THREE (3) DAYS ONLY.

Example:

Day 1 — Pick-up / Delivery

Day 2 — Event Use

Day 3 — Return

Dresses must be returned on or before 10:00 AM on the scheduled return date.

Early returns are welcome.

Home Fitting

A Home Fitting service is available for clients who wish to try on dresses before committing to a rental.

Home Fitting fee: PHP300 (consumable — fully applicable toward your rental fee upon booking).

The PHP300 fee is non-refundable if no rental is made after the fitting.

Home Fitting is subject to schedule availability and must be booked in advance. Dresses must be handled with care during the fitting. Any damage incurred will be the client's responsibility.

Late Returns and Extensions

Extensions are subject to dress availability and must be requested BEFORE the scheduled return date.

Extension Fees:

Cocktail/Short Dresses — PHP150/day

Long Dresses / Formal Gowns — PHP250/day

Hard-to-Source / Exclusive Pieces — PHP350–PHP500/day

Late returns without approval will automatically incur daily penalties. Please note that extensions may not be approved if the dress has a confirmed booking after yours.

Rescheduling & Cancellation

Rescheduling is allowed subject to dress availability. Please note that cancellation of confirmed bookings will incur a PHP400 cancellation fee.

Dress Care and Proper Use

Please handle dresses with care.

STRICTLY NOT ALLOWED:

- Washing the dress
- Ironing or steaming the dress
- Sewing, cutting, pinning, or altering the garment
- Using fabric glue, body tape, or strong adhesives directly on fabric

All garments require fabric-specific care and will only be professionally cleaned by the owner/s of the dress.

Excessive Stains & Cleaning Policy

Normal wear from dress use is understandable. However, excessive stains requiring special treatment may incur cleaning fees or deductions from the security deposit.

This includes but is not limited to:

- Heavy underarm sweat stains
- Strong body odor retention
- Makeup transfer
- Self-tanner or body makeup stains
- Food and drink spills
- Mud or difficult-to-remove stains

Important for White & Light Colored Pieces

White dresses are delicate and more prone to permanent staining or discoloration from sweat, body oils, deodorant, perfume, and makeup. Excessive underarm sweat stains, yellowing, discoloration, or irreversible damage — especially on white dresses — may result in PARTIAL OR FULL FORFEITURE of the security deposit depending on severity. We strongly encourage renters to wear deodorant/antiperspirant and handle white pieces with extra care.

Damage, Loss & Replacement

Dresses must be returned in the same condition received.

Repairable damages may incur repair fees.

Lost or irreparably damaged dresses must be compensated at full retail value.

Pick-Up, Delivery & Unclaimed Bookings

Failure to claim a confirmed booking on the agreed schedule may be considered forfeited.

Delivery fees (if applicable) are shouldered by the renter unless stated otherwise.

Packaging Care

The box, paper bag, handles, and ziplock/s provided with your rental are part of the package and must be returned complete and in the same condition.

Please note:

- Keep the box and bag dry and away from moisture, liquids, food, and anything that may stain or transfer color onto them
- Handle the box and handles gently to avoid creasing, wrinkling, or tearing
- Please advise your courier not to write on, mark, or mishandle the package
- All ziplocks must be returned along with the dress — missing ziplocks will also incur a charge

We do advise our courier partners to handle each package with care, but we ask renters to also do their part in keeping packaging clean and intact upon return, and to relay the same reminder to their own courier when sending the dress back. We understand that minor wear from regular use (light creasing, slight softening of the box) is normal and expected. However, packaging that is visibly stained, torn, broken, or missing parts will be charged PHP 150 from your security deposit.

By submitting a form, you acknowledge and agree to all terms and conditions.

Thank you for giving our pieces a second story!