

Terms & Conditions

This agreement outlines the terms governing your rental with Second Story. By booking with us, you agree to the terms and conditions outlined below. Please read carefully before proceeding with your rental.

RESERVATION AND BOOKING

Check our Dress Availability tab on the website before filling out the booking form — this shows real-time available and booked dates.

Bookings are only confirmed via email. Once you've submitted the booking form, wait for our official confirmation email before considering your date secured — we no longer confirm bookings through DMs.

You may secure your date by paying the rental fee first — the remaining security deposit must then be settled on or before your pick-up/delivery date. You also have the option to pay in full upfront.

RENTAL DURATION

We only offer rentals in fixed terms of 3, 6, 9, 12, or 15 days. We do not have a policy for 1-day or 2-day rentals, and non-standard durations (e.g. 5 or 7 days) are not accommodated.

Aside from the dress itself, what you're paying for includes the washing, steaming, and maintenance of the piece, plus the time our team spends preparing and accommodating it for your booking. This holds true regardless of term length, which is why our rentals are structured this way.

1. 3 days (standard) — base rate per dress
2. 6 days — 2x base rate
3. 9 days — 3x base rate
4. 12 days — 4x base rate
5. 15 days — 5x base rate

Example — 3 days: Day 1 (Pick-up/Delivery), Day 2 (Event Use), Day 3 (Return Day). Early returns are always welcome, but do not entitle the client to a partial refund or rate adjustment — the fee reflects the full term booked, not the number of days worn.

SECURITY DEPOSIT

A refundable security deposit is required for all rentals and is fixed per collection — non-negotiable, regardless of client history, referral, or repeat-client status.

- I. Regular Short/Long/Cocktail Dresses — P500*
- II. Hard-to-Source / Exclusive Pieces — P1,000–P2,000*

The security deposit is strictly for safekeeping and covers damage, non-return, or policy violations only. It is released once we've confirmed the dress is returned unstained and undamaged. It cannot be applied toward courier or delivery fees under any circumstance — clients who attempt to use their deposit to cover courier costs will be permanently banned from future bookings.

The deposit may be partially or fully deducted for:

- I. Late returns*
- II. Excessive cleaning, heavy sweat stains, or odor retention*
- III. Makeup transfer or difficult-to-remove stains*
- IV. Damage, missing accessories, or policy violations*
- V. Irreversible discoloration (especially on white or light-colored dresses)*

PICKUP POLICY

Your piece will be delivered on your scheduled rental start date at 11:00 AM. If you need it earlier, please let us know at least 1-2 days in advance so we can accommodate

If you anticipate needing an earlier or later pickup due to a scheduling conflict, please inform us at least one day in advance.

RETURN AND EXCHANGE POLICY

Dresses must be returned by 12:00 NN - 2:00 PM on the scheduled return date. Items not returned by this time will automatically incur a daily extension fee — extensions must be requested before the original return date, not after the item is already late.

Extension Fees:

- I. Cocktail / Short Dresses — P300/day*
- II. Long Dresses / Formal Gowns — P400/day*
- III. Hard-to-Source / Exclusive Pieces — P500-600/day*

Extensions are subject to dress availability. If you'd like to extend, please let us know 1–2 days prior.

Extensions will not be approved if the dress has a confirmed booking after yours — if a late, unapproved return affects another client's confirmed booking, the client responsible will be charged for that affected booking in addition to standard extension fees. (Rental Fee + Extension Fee)

RESCHEDULING AND CANCELATION POLICY

Rescheduling is allowed, subject to dress availability. Cancellation of a confirmed booking will incur a P500 cancellation fee.

HOME DELIVERY FITTING

A Home Fitting service is available for clients within Metro Manila who wish to try on dresses before committing to a rental. The fee is P300 — consumable and fully applicable toward your rental fee upon booking, but 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 during a Home Fitting is assessed under the same damage tiers outlined in our Damage, Loss, and Replacement policy and is the client's responsibility, regardless of whether a rental is ultimately booked.

CONDITIONS OF ITEMS AND DRESS CARE

All pieces are pre-loved rental items and may show signs of wear (usually minor) — this is reflected in the rental price and is the nature of a rental service.

We inspect, wash, and steam every dress upon return; a dress is not made available for booking again until we can guarantee its presentability and hygiene.

By confirming a booking, the client acknowledges and accepts this condition.

Strictly not allowed:

- I. Washing, ironing, or steaming the dress*
- II. Sewing, cutting, pinning, or altering the garment*
- III. Using fabric glue, body tape, or strong adhesives directly on fabric*
- IV. All garments require fabric-specific care and are only professionally cleaned by us.*

For our full dress care guide, see the "Dress Care and Damage Fees" highlight on our Instagram (@secondstoryrentals).

EXCESSIVE STAINS AND CLEANING POLICY

Normal wear from dress use is understandable. However, excessive stains that cannot be washed off — including heavy underarm sweat stains, strong body odor retention, makeup transfer, self-tanner or body makeup stains, food and drink spills, or mud — may incur cleaning fees or partial/full forfeiture of the security deposit depending on severity.

White and light-colored dresses are more delicate and prone to permanent staining or discoloration from sweat, body oils, deodorant, perfume, and makeup, and require extra care.

We strongly encourage renters to wear deodorant/antiperspirant and handle light-colored pieces with extra caution.

PACKAGING CARE

The garment bag provided with your rental is part of the package. It must be returned complete and in the same condition it was given.

- I. Keep the garment bag dry and away from moisture, liquids, food, or anything that may stain or transfer color*
- II. Handle the garment bag gently to avoid tearing, creasing, or damage*
- III. Advise your courier not to write on, mark, or mishandle the package*

We understand that minor wear from regular use is normal. However, a garment bag that is damaged or not returned will incur a **P500 charge** deducted from the security deposit.

DAMAGE, LOSS, AND REPLACEMENT

Dresses must be returned in the same condition received. Damage is assessed across four tiers — minor, moderate, major, and loss/non-return — with fees deducted from the security deposit first; any balance beyond the deposit will be invoiced separately.

Repairs, where applicable, are carried out exclusively by our personal seamstress, at her standard rates. Lost or irreparably damaged dresses are charged at full retail value.

For our full itemized damage fee breakdown, see the "Dress Care and Damage Fees" highlight on our Instagram (@secondstoryrentals).

POLICY VIOLATIONS

Second Story reserves the right to permanently decline future bookings from clients who repeatedly violate the policies stated above.

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

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*thank you for
giving our pieces a
second story*