

Party Rental Policies

Reservations

While our inventory is expansive, RESERVATIONS are recommended in order to secure the rental items needed. Some of our rental products, such as our Canopies, require a non-refundable reservation fee in advance to reserve them. Please check with your salesperson. We recommend that you confirm your reservation prior to will-call or delivery.

Rental Fees

Rental fees are assessed on a per event basis. All rental charges are for time out, whether or not they are used. No credits are given for unused rental items. Late fees are assessed when equipment is not returned on time. Responsibility for the rented items remains with the client from the time of possession to the time of return. Shortages or damaged items must be reported PRIOR to the event or the invoiced rental products will be considered received and in good condition. It is the clients' responsibility to check and count all rentals before and after the event. Additional fees are charged for damaged or lost rentals. Unless you have confirmed your order, prices are subject to change at any time. Clients are responsible for making payment arrangements prior to or at the time of will-call or delivery. If payment arrangements have not been made our locations reserve the right to postpone delivery or will-call times until payments have been made.

Delivery/Pick-up Service

Delivery/pick-up rates vary depending on location, time, size of order and labor requirements. In order to provide our clients with the most cost effective delivery service, our fees are based on "route" deliveries and pick-ups, scheduled during normal business hours with at least a three hour window. Additional labor fees may be assessed for delivery or pick-up orders that are further than 50' from the delivery vehicle, involve carrying the items up or down stairs, or require substantial time or effort when delivering or picking-up. To avoid the addition of these fees after your event, please provide your salesperson with all the information necessary to ensure proper delivery and pick-up.

When being picked up, rental equipment must be broken down and placed in the same place in which it was delivered unless other arrangements are made prior to event. Equipment not ready for pick-up when scheduled will be subject to additional rental, labor and pick-up fees.

Cleaning Policies

All items come to you clean, sterilized and ready to use. We must be notified of missing or damaged rentals PRIOR to your event in order to credit your account. Unused rentals will not be credited! For sanitary reasons all items must be rinsed free of food immediately after use and packed in their original containers ready for pick-up. If management deems that the equipment was returned in poor or dirty condition, a cleaning fee will be charged. All BREAKAGES or SHORTAGES will be charged for accordingly.

Linens are to be kept as dry as possible to prevent mildew. Damage and or cleaning fees will be charged for candle wax, burn holes, tears, mold and mildew, and stains. A cleaning fee is also assessed for all BBQ's if returned unclean.

ALL RENTAL ITEMS MUST BE SECURED AND PROTECTED FROM HARMFUL WEATHER CONDITIONS, INCLUDING WIND AND RAIN.

Delivery and Pick-up

- Delivery and pick-up are available at reasonable rates.
- Please call for the charge to your specific location.
- All rental items should be gathered in a single location convenient for pick-up.
- If you prefer, you may pick-up and return your rental items to u\our location.

Responsibility

- Responsibilities for rental items remains with the customer from delivery to return.
- All items should be secured and protected from the weather.
- Additional charges for replacements are made for missing or damaged items.

Cleaning Fee

- Items are sent out clean and sanitized. A cleaning charge will be assessed on any items returned dirty. (minimum 1 hour)

Note: These policies do not supersede what is stipulated in the signed rental contract.