

RENTAL FAQ

Frequently Asked Questions

How far in advance should I place my order?

While we carry an extensive inventory, we are unable to predict who will reserve what items for when. For larger scale events, we like you to reserve as soon as you have made a decision to do so, and at least a month in advance. For small orders, usually a week or two is sufficient. However, we will do our best to accommodate your rental requirements at any notice.

Do I have to wash vases, containers and glassware?

We take care of the washing for you. All containers and glassware must be returned sorted and in the proper containers provided.

Do I have to wash the linen?

No, please do not attempt to wash the linen. As with the containers, all linen is washed on return to our warehouse whether used or unused. Simply shake out the linen to remove any debris and pack them in the nylon bags provided. Please do not pack them in garbage bags as they will mildew over the course of a weekend. If any linen or skirting is damaged, be it from cigarette or wax burns, dye, tears or other causes, charges will apply. Any food stains are our responsibility. Please treat these, as with all rental goods, as if they were your own.

Will I be credited for equipment I return unused?

Unfortunately no. All items, containers, glassware, vases and linens that leave our warehouse must be washed on return whether used or not. This is a health regulation that we strictly adhere to and hope you will appreciate. It is our assurance that all of your rental goods are clean and sanitized for your use.

What is your cancellation policy?

On all candelabras and large items and accessories, there is a 50% non-refundable deposit from the time of booking. On all other rental items, we ask that you give us at least seven days notice prior to the out date for a full refund with no penalty. If you give us less than seven days notice, we charge a 50% cancellation fee. If however, you have placed an order and upon delivery you decide to cancel part or all of the order, the full rental charge would apply.

When do you deliver?

When only rental items are involved, deliveries are usually made the day of or one day prior to the function. For larger scale events, and events, we may begin installation as many as two to three days prior to the function.

Questions?

Please feel free to contact us with any questions you may have.