

Rental Procedures

Once you have decided on a date for your event, call or e-mail us and we will provide you with free consultation and planning services to assure a successful event.

When placing an order, we will require the following information:

- Customer Name or Business Name
- Driver's License
- Mailing Address
- Contact Phone Number
- Site Address, Contact Name and Phone Number
- Date you wish to pick-up or have your order delivered
- A 25% minimum deposit is required for all reservations. Some rental items require a 50% non-refundable deposit. (The balance is due when you pick-up your order or before we deliver your order to you.)
- A valid credit card number (Visa or MasterCard) to hold on file for security

Reservations

Advance reservations are recommended. We prefer you reserve enough items to accommodate the maximum number of people you may have attending the event. This will ensure there will be enough available for your event. Then when your final numbers are available, just call us and make the necessary changes. Changes may be made on the quantities reserved up to 7 days prior to the out date for no charge. Changes may be made less than 7 days prior to the out date, but we will charge a 50% cancellation fee on the reductions. Some rental items require a 50% non-refundable deposit from the time of reservation. These items will be charged a 50% cancellation fee if cancelled or changed at any time.

Security Deposit

A security deposit is required on all orders either in the form of a valid credit card imprint (Visa or MasterCard) or a cash deposit (usually 25% of the total order). Deposits may vary based on the value of the order.

Cancellation Policy

Cancellations must be made at least 7 days prior to the out date for a full refund. If less than 7 days notice, a cancellation fee of 50% of the rental rate will apply. Refunds are not issued for any items loaded on a truck and cancelled on delivery or for any rental items returned unused.

Rental rates listed are based on a one day use unless otherwise specified. All rental items may be taken the day before the event and returned the next business day after the event in order to allow time to decorate and set-up. All items rented for more than a one day use will be priced accordingly and must be returned by 5:00 p.m. the next business day following the event.

Questions?

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