

# Policies and Procedures

## Policies and Procedures

Special event rental rates are based upon 1 day use, 3 day possession time. Typically items are delivered on a Friday, and returned on Monday for weekend events. All charges are for time out whether used or not. Please call for weekly and long term rates.

Reservations should be made in advance to ensure our equipment is available to you on the date needed.

A 20% deposit is required at the time the reservation is taken, this is your assurance that the items reserved will be available on the date requested. We will turn other requests away to accommodate your reservation, therefore cancellations can result in forfeiture of your deposit within 30 days of your event date.

Delivery and pick up is available for an additional charge, charges are based upon distance traveled. Please give us a call for a quote. Delivery charges are based on easily accessible areas (tailgate drop off), additional charges will apply if a specific area is desired.

Set up and take down is available for an additional fee. Arrangements must be made in advance of delivery and pick up. Set up is included in the price of all our tenting.

We ask that tables, and chairs are broken down and stacked upon pick up. All china, utensils, and glassware are to be rinsed food free, and placed back into the containers they came in. Linens need to be returned dry, and free of debris to prevent mildew and staining.

If items are missing, or weather damaged the customer will be billed for the replacement cost.

Additions to orders are welcome based upon availability, small deletions prior to delivery can be accommodated (with the exception of tents). Large deletions can result in a cancellation fee.

Please call us if you have any questions, or visit one of our branches and speak with a event specialist.