

RENTAL POLICIES

RENTAL RATES:

Rental rates are based on "Time Out" whether or not the items are used. Some party items ie: canopies, tables, chairs, etc. are rented by the event or weekend at no additional cost. For the convenience of our customers, these items are available for pick-up Friday between 12:00 and 5:00 and return Monday by 5:00 PM.

RESERVATIONS & PAYMENTS:

A 25% non-refundable deposit is required to reserve a tent or canopy order. The balance is due upon installation or pick-up. Other items can be reserved by verification of a credit card. We accept Visa, Master Card, American Express and Discover. In the case of rain, bounce houses can be cancelled up to one hour before the reservation, but only in the case of rain.

ORDER CHANGES:

It is helpful to have final counts one week prior to your event. We will try to accommodate later changes for increases in items as best as possible (subject to availability). If you need to decrease your order, you must do so at least 30 days in advance, otherwise no refunds will be given for items reserved and not used.

DELIVERY:

Delivery is available for a reasonable fee based on the distance from our store. Deliveries which are not first floor/door to door or occur during non-business hours are subject to additional charges.

PICK-UP:

Tables and Chairs should be folded and stacked for pick-up in a single location. Sunday, Holiday or after hour pick-ups are available for an additional charge and must be scheduled prior to delivery.

LOSS & DAMAGE:

Please be aware that the customer is responsible for all equipment until returned to our store or picked up by our staff. Keep all items out of bad weather and secure. You are responsible for all equipment missing or damaged at replacement costs.