

Party Rental Policies

Payment

Required at the time rental item is picked up. A 25% down payment is required at time of reservation unless prior credit has been established. Orders for delivery must be paid in full prior to delivery. Visa, Master- Card, American Express, Local Checks or Cash are accepted. A valid driver's license or other official picture ID may also be required.

Pricing

For weekday events, you may keep party items for 48 hours. For weekend events, you may pick-up party items on Friday and return them on Monday for a one day charge. All prices quoted are "event" (same as one day) rates unless otherwise specified (non-party items) and are for customer pick-up and return. Delivery is available for an additional charge.

Special arrangements must be made if you desire to have items that will be used for more than one day. Prices are subject to change without notice. The rental charge is applicable for all rental items picked-up or delivered whether or not those items are used, we charge for time out, not time used.

Deposits

Deposits are required on some items for reservation (helium tanks, chocolate fountains etc;) and will be applied to the total rent due. Rental charges are collected in advance on all items. Deposits may be paid with cash or credit card, and will be refunded when items are returned undamaged, clean and on time.

Delivery and Pick-Up

Delivery and pick-up service is available for an additional charge (depending on location). This is for "tailgate" delivery, which means our driver will unload your order to a single, convenient ground level location, such as garage, front door or driveway, unless previously arranged and billed. Our driver will unload and stack your order, but not carry it inside and set up. After use, your order should be repacked and restacked in the same location as delivered.

All items used for food should be rinsed food-free and repacked in the same containers as delivered. Tables, chairs, and boxes are not weather-proof, please do not expose them to rain or harsh weather. The customer is responsible for the security and safe-keeping of all rental items from the time of delivery to the time of return. There will be replacement charges assessed for all broken, damaged or missing items.

Canopy Rental

All canopy pricing includes set up. Also local delivery (within 15 miles). Deliveries beyond this may be charged for depending on location. Be sure to contact DIG LINE to locate underground utilities in the yard before you install your canopy if stakes are required (1800-342-1585). If it has been raining we would like to extend the rental another day to allow for time to dry, at no additional charge, if reservations allow.

Equipment Breakdowns

We strive to keep our equipment in top working order at all times. If you ever have any problems or questions about the items that you rent, please call us right away. Many problems can be solved over the phone. We will do everything possible to help you in a timely and efficient manner.

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