

## **RESERVATIONS**

### **How far in advance should I make my reservation?**

You should plan on reserving the necessary equipment as early as possible before your event date. Without a reservation, we cannot guarantee that the items you want will be in stock. Larger events, such as weddings and corporate events, usually take a great deal of planning before the event. We recommend starting at least 6 months prior.

### **Can I modify an existing reservation?**

You can modify an existing reservation if the items are in stock and your order has not been delivered. Significant reductions in orders may incur additional charges.

### **How do I get an estimate for my event?**

For most events or parties, a general quote can be given over the phone or by email. For larger events and weddings, a consultation may be needed as there are many options to consider. Come play and plan in our new showroom and sit down with one of our event specialists! We also offer site inspections (at no cost) to ensure no last minute surprises and make your event as stress-free as possible.

### **How do I make a reservation?**

For a simple over the counter reservation, please call our office at 309-664-0900 or stop by our showroom. For larger orders and events, call our office to setup an appointment with one of our Event Specialists.

## **PRICING AND PAYMENT**

### **How does pricing work?**

Pricing is based on a full, single day event. Most times we allow for item pickup the day prior, and drop off the day after, pending item availability! If you require a longer rental, additional charges may be incurred so please call us for more information.

### **What is your cancellation charge for orders?**

All items that require a down payment are nonrefundable.

### **When is final payment due?**

Final payment is due prior to delivery unless prior arrangements have been made. We accept cash, check, or credit card. You may also prepay at anytime!

## **DELIVERY**

### **Do you delivery to my city/town?**

We deliver to most towns within Central Illinois. In order to find out if we deliver to your specific town, please give us a call.

**What are your delivery fees?**

Delivery fees vary by both the location of the event and delivery days/times. Please call for quotations on delivery. Most items are available for customer pickup at our store; some items requiring professional installation are not available for customer pickup.

**What time will you deliver and pick-up my items?**

Our standard delivery hours are Monday through Saturday, 8-5PM. We try to be as flexible as possible to meet your delivery needs. Delivery will vary on the size of your order and your event type. Wedding events and larger orders are typically delivered 1-3 days prior to the event date. Small backyard events are typically delivered the day of or 1 day prior to the event date.

**What if I need a special time for delivery or pick-up?**

We will try to accommodate your request for any special delivery or pick-up times whenever possible. Extra charges typically apply when a "Same Day Delivery and Pick Up" of rental items is needed or delivery time/date is outside our normal business hours or on holidays.

**Do I have to be home for delivery?**

We recommend that you or a representative be present at the time of delivery to ensure that your items are correct and delivered to the correct location. If you cannot be home, we will deliver the items to a pre-designated location.

**Does your personnel set up the equipment?**

Some items, such as Pole and Frame Tents, require professional installation which is included in the rental cost. We offer full installation and strike for other items at an additional fee. We want to be your full-service event company. If there are services you need, and do not see, please ask!

**What if I am missing items on delivery?**

We do our best to count every item in front of the customer, but it is up to you to make sure all items on your contract have been delivered and accounted for. Any discrepancies need to be brought to our attention BEFORE your event date. Any discrepancies on pick-up will be assumed as lost equipment.

**PICKUP****Is there a fee for equipment pick-up?**

No. Delivery fees cover both delivery and pick-up.

**Should I do anything with the items before you pick them up?**

Please clear all garbage and decorations from under the tent and place the tables and chairs in the same location that they were dropped off. Please place rented table linens in the tote provided and place under the tent. Please do not attempt to take down the tent structure. Please note that additional charges will be incurred if trash and garbage is not cleaned up from under the tent.

**What happens if items are damaged or lost?**

The customer is responsible for all items from time of delivery to time of pick-up. A 10% damage waiver is added to all orders to cover any accidental damage to the equipment. This is optional. If the customer chooses to decline the damage waiver, the customer will be charged replacement or repair costs for lost, stolen, or damaged equipment due to misuse or negligence. Flatware, china and glasses are excluded from damage waiver coverage.

## **GENERAL QUESTIONS**

### **Can you install tents over decks, patios, or driveways?**

Yes. Our frame tents can be installed over decks, patios, or driveways given the space needed. Sometimes this requires special staking or weighted anchoring, so please let us know what type of surface you plan to place the tent.

### **What should I do about underground electrical wire or sprinkler systems?**

State Law requires all tent installers to contact J.U.L.I.E (Joint Utility Locating Information for Excavators) before a tent is installed. We typically call JULIE one week prior to your event. The locators usually arrive within 2 business days and mark for utilities in the area where the tent will be installed. We will not be responsible for any damage to sprinkler systems as these cannot be accurately marked.