

Rental Policies

Pricing & deposits

- prices are subject to change without notice
- Additional rental charges will be incurred if items are not returned on dates contracted.
- A non-refundable damage waiver fee of 10% is charged on all rental items. This is a cost associated with renting our equipment therefore it is not refundable nor will it be waived. The damage waiver covers rental items that have minor damage due to accidental breakage. The customer is responsible for any missing or damaged equipment. Equipment that has been damaged due to neglect is not covered by the damage waiver.
- Equipment must be repackaged in the same condition it was received to avoid additional fees.
- To avoid an additional fee, all China, flatware, glassware, and cooking equipment must be scraped free of food and rinsed.
- To avoid an additional fee, all linen should be placed in the provided linen bags and should be free of food, trash, and confetti.
- All equipment must be protected from the weather at all times.
- Equipment added to your order for the same day, after business hours or any time after delivery will be subject to an additional delivery fee.
- A minimum of 48 hour cancellation fee must be given or restocking fees will apply.
- Orders cancelled the day before or the day of are non-refundable.
- Tenting deposits are non-refundable.
- A credit will not be issued for unused items.

Deliver/ pick ups and other services

- Delivery and pick up is quoted as a round trip fee
- Delivery/ pick up fees are based on time and location of the delivery.
- It is the responsibility of the renter to notify us if delivery is more than 100' from where truck can park. A site visit may be necessary and an additional delivery fee may be applied if there are potential obstacles (Such as; driveways not accessible by truck, stairs, narrow entry ways, small elevators)
- Normal delivery hours are 8:30am-4:30pm
- Delivery and pick up outside of normal hours will incur additional charges.