

For additional information, please see our rental fact sheets, as well as our terms and conditions.

## **How do I reserve my items?**

The easiest way to reserve your items is to contact us through our website or by email. To receive a quote, please send us a complete list of all items and services that you are interested in, along with your event location and date. To book, we require a signed job contract along with a 50% reservation fee. All Special Order Items must be paid for in full at the time of booking.

## **What is the reservation fee?**

The reservation fee is 50% of the total order amount. It is required in order for us to reserve all of the rental items and services that you are requesting, specifically for you, for your event date. Once you reserve the items and services, we are no longer able to provide them to anyone else for the duration of your rental period. This is to guarantee that we will have all of the items that you will need available for you.

## **Is my reservation fee refundable if I change my mind?**

Since we are reserving the items and services specifically for your event and are unable to provide those to anyone else, the reservation fee is non-refundable.

## **Can I make changes to my order after it is placed?**

Absolutely! Outside of 60 days prior to your event, you may adjust your order as much as you would like. Keep in mind that the reservation fee is non-refundable, so if you were to reduce more than 50% of your order, you would be forfeiting a portion of your reservation fee. Inside of 60 days prior to your event, up until 10 days prior, you may reduce up to 10% of your order total. All changes, final counts, and final payments are due 10 days prior to your event. You may always add to your order, as long as we have the additional items available.

## **How far in advance do you recommend that I reserve my items?**

As soon as you know that you need to rent items, you should go ahead and reserve them. We do our best to keep ample stock of all items, but we do still run out of items on busy weeks. Our custom pieces tend to book out very early, as we have limited quantities of them available.

## **Do you offer site visits?**

For large tented events, custom lighting, and custom draping we are more than happy to come out and meet with you to take a look at your event space with you. We do charge a \$50 fee per site visit in the Jacksonville area, however that may be credited back to you if you reserve those items with us.

## **Do you have an order minimum for delivery?**

Our minimum order for standard weekday delivery in the Jacksonville area begins at \$250.00 in rental items. The minimum may be more based on your distance from our office or for peak weekends. Please contact us for more information regarding your specific event. We are happy to deliver orders smaller than this, but you will be charged an order minimum make up fee. You can also pickup orders from our warehouse, but please note that some of our items are not available for pickup.

## **Do I have to wash my dishes or linens?**

All of your linens and dishes will be given to you clean and ready to use. For your linens, you will be provided with a bag to put your linens in at the end of your event. We will launder them once they are returned to us. All plates and glassware will be delivered clean and polished in racks. After use, please rinse all items free of any food/drink residue, and place them back in the original racks.

## **When will you deliver my items?**

That is really dependent on your needs and your venues restrictions. Saturdays and Sundays are typically our busiest days for deliveries. We work at many venues that require same day deliveries. Therefore, if your event is at a private residence or a venue without these restrictions, we prefer to deliver a day or two beforehand, and pick up a day or two afterwards. Whenever you reserve your items, we ask that you let us know what your preferences and event times are. We write all of our schedules approximately 1-2 weeks beforehand, and we will contact you to give you a timeframe of when we plan to arrive. If you need us to arrive at a specific time, we are happy to send out a separate delivery truck and crew to your event. We do charge an additional \$100 fee for this service.

## **What size linens will I need?**

If you have any questions regarding the size of your linens, please refer to our linen sizing guide which is available on our website. If you have any additional questions, please feel free to call or email our office for additional information.

## **What if there is bad weather on the day of my event?**

We certainly hope that the weather is great on the day of your event! Unfortunately, the weather in Florida is very unpredictable. We strongly recommend that you obtain Event Insurance and have a backup plan in place in the event of bad weather. We also ask that you inform us beforehand of your backup plan, so that we can try to schedule our deliveries accordingly. Please note that we do not offer any refunds in the event of bad weather, as it is completely outside of our control.

## **What if I need to get ahold of someone after hours?**

We have someone on call 24 hours a day, 7 days a week just in case of emergencies. For after hours service, please call our office line at 904-576-4098. On the office voicemail, we always leave the name and cell phone number of whomever is on call that day. Please just dial that phone number and leave a voicemail if no one answers. Someone will call you back within 30 minutes.

## **How will my tent be secured?**

**Grass** - When setting up your tent, we typically drive a 42" stake into the grass in 2 places at each corner and 1 at each additional leg. The stakes will be approximately 4' away from the tent, with a white strap running from the top of the tent to the stake itself.

**Asphalt** - If your tent is going on asphalt, we will have to drill 1 ½" diameter holes at each place that we need a stake. We can then drive our stakes in the ground, just the same as if we were setting up on grass. When we come back to pick up the tent, we will patch all holes with either asphalt patch or a plug.

**Concrete** - If your tent is going on concrete, we will drill ½" diameter holes to secure your tent with concrete anchors. Our straps will run from the top of the tent down to the concrete anchors. When we pick up the tent, we will patch all holes with concrete patch, however we cannot guarantee an exact color match.

**Other** - If your tent is going on any surface that we are not allowed to drill through or drive stakes, it may be possible to secure your tent by other means. Please contact us prior to booking if this is the case, so that we can ensure that we come out with the proper equipment. There will be an additional fee to secure any tent that we cannot stake.