

IMPORTANT INFORMATION: PLEASE READ & SHARE!

This guide explains what to expect with delivery and pick up of your rental order and what we require to make everything go smoothly. Please read all items carefully and share with anyone who is involved in setting up or taking down your event.

Deliveries are based on tailgate service within 20 feet of where our vehicle(s) can park on site. All locations must be easily accessible to our crew and vehicle(s). Please inform us if there are any stairs, slopes or obstacles that may make moving equipment on wheeled carts difficult. If our crew must travel more than 20 feet from our delivery vehicle's tailgate, additional cartage fees may be added to your order.



FERRY TRAVEL: Please note that for deliveries requiring ferry travel, extra charges may occur if the delivery crew is delayed due to sailing waits. In the event that this occurs, charges are billed out at a rate of \$25 per crew per hour of wait time.

ON DELIVERY DAY

On delivery day, our team will arrive within a predetermined window to drop off your order and set up any equipment that requires our assistance. We always recommend that someone be available to receive & count all items to ensure the order is accurate. Any inaccuracies must be reported to one of the numbers below by midnight of the event date. Missing or damaged items not reported will be the responsibility of the renter.

We also ask that a contact person & cell number be made available for any communications regarding your order. This info should be provided to our office prior to the delivery date. Responsibility of all rental equipment remains with the client from the time of delivery to the time of pick-up. Please be sure all equipment is safe, secure and protected from the elements when not in use.



DELIVERY WINDOWS: Our delivery schedule is set by geographical location and specific times cannot be guaranteed. Our aim is to give as accurate a window as possible but occasionally unexpected surprises may cause delays. We will always do our best to communicate with you on delivery day if a delay occurs.

ON PICK UP DAY

On pick up day you must have everything re-packed and ready to go by your designated time frame. Please note that any waiting, organizing of rentals or equipment breakdown on behalf of the delivery crew will be billed out at \$50 per hour. This means all rental items are packed and placed in the same area that they were originally left. Tables & chairs must be folded and stacked, linen must be removed from tables and placed in their respective bins and all dishes and cutlery are rinsed with water and placed back into their crates. Any items left behind because they are not with the rest of the order become the responsibility of the client to return and any additional delivery/pick up attempts are subject to extra charges.



PACK-UP TIP: We recommend taking a photo of your rental order after it has been dropped off so you have a guide as to how things should be left for our return.

IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT YOUR DELIVERY, PLEASE DO NOT HESITATE TO ASK!