



FREQUENTLY ASKED QUESTIONS

The Reservation Process

How do I go about reserving my rentals?

We require a 50% non-refundable deposit to reserve any rental items. The remaining balance is due two weeks prior to your event. We accept all major credit cards, checks and cash for payment. If the items are reserved within two weeks of delivery, full payment on a credit card or in cash is required.

Can I make changes to my reservation once I have put down a deposit?

Yes. You are typically welcome to adjust the number of items based on your final counts or to add or remove most items. We ask that you make any final changes when your final balance is due (two weeks prior to delivery.) There are, however, certain items for which the quantities cannot be changed. Please contact your Sales Consultant for questions on adjusting the quantity of specific items.

Why do I have to pay a 50% non-refundable deposit?

When you pay your deposit, the items on your quote are removed from inventory and specifically reserved for you. Once the items have been reserved, they are no longer available to anyone else for your date. You are essentially guaranteeing that the items are yours.

How early should I pay my deposit and reserve my rentals?

This is really completely up to you. As soon as you are sure that you need and want the rentals, we suggest that you go ahead and reserve them. Our busiest times of the year are March through early July and September through early November. We have a vast inventory, but if we do happen to book up any items, it is usually during these times. We suggest that anyone who is looking for rentals within this time period place their reservation sooner than later.

What is the 8% Damage Waiver, and do I have to pay it?

Please refer to our Terms & Conditions as to what the Damage Waiver covers. Whether you choose to pay the Damage Waiver is completely up to you. However, if you choose not to pay the Damage Waiver and any of your rentals come back damaged, you will be responsible for paying the replacement value of the damaged item(s). The damage waiver does *not* cover items that are missing from your order once it has been returned.



FREQUENTLY ASKED QUESTIONS

Reserved Items/Delivery

What time will you arrive?

We typically do not know ahead of time when your rentals will arrive. It is based on our schedule for the day and what other deliveries/pickups we have in your area. However, our driver will be happy to call you when he is on the way, if you prefer. The only way to guarantee a specific delivery or pickup time would be for you to pay an additional fee for a time-specific delivery or pickup. In this case, we send a separate truck and crew with your order.

Do I need to be present when you deliver or pick up?

We do ask that we have an onsite contact, and we ask that you provide this person's name and phone number ahead of time if it will be someone other than yourself. This person is responsible for showing us where the rentals should be placed and verifying that the order is correct. If someone is not available to meet our crew, we can leave the items in a designated location, but please just know that as soon as our crew leaves, you are responsible for the rentals.

What if I realize something has been left off of my order?

We strive for this not to happen, but in some rare cases it does. You are responsible for making sure all of your rentals have been delivered. If something has been left behind, please call your Sales Consultant/Event Designer immediately. If you receive your delivery on Saturday, please call our after-hours emergency line at 912.510.3800 as soon as possible, and we will do everything we can to get the item(s) to you as soon as possible. Even if you would rather just have that item removed from your order, your Sales Consultant still needs to know immediately so there is no question if a price adjustment needs to be made.

How will you leave tables and chairs when you deliver them?

If you have paid for setup and strike of these items, our crew will set them up where you would like for them to go and will pick them back up from those spots. For large orders, your Sales Consultant can create and have you approve a CAD drawing that the crew will bring for the placement of these items.

If you will be setting up tables and chairs yourself, tables will be left in a stack where you have designated, and chairs will also be left in a stack where you have designated. If



FREQUENTLY ASKED QUESTIONS

you rent Chiavari chairs, they come in stacks of 8 chairs each, and each chair has a cover on it. The Chiavari chair cushions will come separately, and you will need to affix them to the chairs. If you are taking care of setup and strike of these items, they should be left stacked and ready for us to pick up just as they were when we delivered them.

What do I do with the linens I have rented when I am finished with them?

Please be sure to shake them free of debris and to make sure that they are dry. We then ask that you place them in the duffel bags that were delivered with your rentals. We will launder them when they return to our warehouse.

What do I do with the china/glassware/flatware I have rented when I am finished with it?

All china and flatware and any glassware that has been used for food (i.e. martini glasses for a grits or mashed potato bar) should be rinsed free of debris before it is returned. We will fully wash them once they return to the warehouse. If you are not able to rinse the items or if there is no facility available to rinse them, please contact your Sales Consultant regarding our no-rinse fee. All of these items should be repacked in the original crates in which they were delivered.

Is there anything special I should do before my items are picked back up?

All rentals should be left in one general area so they will be easy for our crew members to locate.

What if there is an emergency that involves my rentals after your office has closed?

If you need to get in touch with us after normal business hours (Monday – Friday, 8:30 a.m. – 5:00 p.m.) because of an emergency with your rentals, you are welcome to call our main office line at 912.510.3800 which will give you a prompt to our emergency line. Please leave a message, and someone should return your call within 30 minutes.



FREQUENTLY ASKED QUESTIONS

Tents 101

How do I know what size tent I will need?

If you are not sure of the size tent you will need, if you will let us know what you plan to have under the tent, we can estimate a size for you. We would need to know – Will you have guest seating under the tent? If so, how many people will you be seating at what kind(s) of tables (banquet, round, etc.)? Will you have a dance floor under the tent? A band or DJ under the tent? Food tables under the tent? Etc.

How will the tent be secured?

The tent is secured at each leg and at two places on each corner. Typically, we will drive approx. 42" long stakes into the ground to secure the tent. This can be done on grass or asphalt. If the tent will be going on cement, we use the lag & shield method where we only have to drill about 6" long and 1" in diameter into the cement. For staking in both asphalt and cement, we will patch the holes when the tent is removed. If the tent is being staked in any surface other than grass, additional fees will apply for staking.

What if the venue will not allow staking?

For tents that are 10', 15' or 20' wide, we can use water barrels to secure the tent. We will just need the use of a nearby water source. For tents larger than this, we are required to use large cement weights that are quite expensive and have to be moved with a Fork Lift. This will add a significant amount to the price of your tent.

What if I'm not sure the tent will fit in the space I have?

We are happy to come out for a site visit prior to your event. We typically charge \$75 per site visit, but that fee will be credited back to your order if you move forward with a reservation.

What should I do to prepare for the tent to be set up?

There are a few things you can do that will make setup go a little quicker and more smoothly –

- Be sure to cut back any low-hanging tree branches that would be in the way of the tent.



FREQUENTLY ASKED QUESTIONS

- If you have not had a site visit, make sure there is adequate space beyond where the tent perimeter will go to allow for the tent legs and staking (approx. 8' of space on each side).
- The ground should be free of debris that our crew would have to work around (yard ornaments, toys, animal droppings, etc.)
- Any underground utilities in the area must be clearly marked either with flags or spray paint. If you are unaware of where the underground utilities may be located, please take the time to call 811 a week before tent setup to find out.
- Someone should be onsite to show our crew where the tent should be set up. If someone is unable to be there, the tent location should be clearly marked using flags or spray paint.