

Welcome! To ensure a smooth rental experience we have put together this guide with all our company policies.



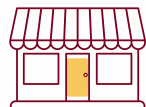
Payments & Security Deposits

- 50% down is required to reserve your rentals.
- All checks have to be provided at least 1 month before your event.
- All orders require a security deposit refunded once all items are returned.
- All payments are non-refundable.



Policies and Information

- Without payments your items are not reserved.
- We are à la carte. Only listed products and services are included in your rental.
- We provide free in-store pickup or delivery for an additional delivery fee.
- Linens are available and recommended, but not included with our tables.
- All our powered machines require an outlet and a 120V extension cord to run properly.
- Any questions? Don't hesitate to reach out to us at 610-435-8900!



In-Store Pickup & Return

- We are located at 620 Union Blvd. Allentown, PA 18109.
- Pickup is Thursday – Saturday at no extra charge. Return on Monday.
- Anyone can pickup with the name on the order.

Delivery & Pickup

- If you select delivery for an additional fee, you'll receive an email the day before with your scheduled delivery window. AM: 8:30am – 12:00pm and PM: 12:30pm – 4:30pm.
- \$100 Specific Delivery Fee applies for deliveries requested for a specific time.
- We have a \$125 Rush Fee for orders only paid 24 hours before delivery time.
- All delivery and pickup times are requests and cannot be guaranteed; we will do our best to accommodate your preferred times based on availability.
- If orders are not paid in full, we will charge your card days prior to your delivery.
- Delivery and pickup include drop-off and pickup to your porch, garage, or backyard. We do not deliver inside homes or up steps.
- Setup, takedown, and elevator use incur additional charges.
- Items should be delivered broken down unless extra services are arranged.
- All inflatables need to be staked into grass and setup is not included. Setup and breakdown is an additional.
- Our tents are secured with concrete blocks or by stakes in grass or macadam. Our team would return to fill holes in macadam after pickup based on schedule for an additional cost. Tents should be paid/reserved at least 2 weeks before event.

