

THE PARTY PLACE
FREQUENTLY ASKED QUESTIONS (FAQ)

Subject to change at any time

PRICING: Most prices are quoted based upon a 1-day rental period. Rates are based on time-out during the week. Long-term rates are available. Please call for additional information.

RESERVATIONS: We encourage you to reserve items up to 2 weeks in advance to ensure availability for your selections and schedule delivery times. A deposit is required upon reservation. Delivery and pickup times are subject to availability. After-hour rentals will require an additional fee (including weekends). Call 402.333.2882 to reserve.

********During graduation season (MAY–JUNE), rentals should be made up to 6 months in advance********

DEPOSITS: A 50% deposit is required to reserve items (50% of selected rental items), this deposit is non-refundable and goes toward your total amount due. Please ensure your quantity, color, and style before placing an order. Items will be held on the reservation until your event. A “quote” alone does not guarantee availability.

CANCELLATIONS: Since a 50% deposit is required when making a reservation, canceling any items will forfeit the deposit. If cancellation is made after a delivery is loaded, there will be a restocking fee.

CHANGES: Changes made to any reservations are subject to availability. Cancelling/Decreasing items will forfeit the deposit on selected items.

FINAL PAYMENT: Final payment is required at the time of in-store pickup or the day of delivery unless previously paid in full or a charge account has been previously set up.

DELIVERY AND PICKUP: Delivery and pickup services are available for an additional fee. Subject to availability, items will be delivered to the garage for residential addresses & to the door/dock for businesses. Delivery fees are based on the distance from our location to the delivery destination. Additional delivery charges will occur for 2nd floor or higher delivery locations, steps, excessive distance for loading and unloading trucks, and after-hours delivery and pickup. The client is responsible for providing a contact person 19 years or older to sign a contract for delivery only.

SETUP/TAKEDOWN: Setup and takedown services are available for most items for an additional fee (not including delivery/pickup). Arrangements for setup and takedown must be made before delivery, prices vary by item. Please call to inquire.

CLEANUP/PREPARATION FOR PICKUP/RETURN: All dishware must be packed in the same containers as sent out. A charge will be made for all boxes, crates, and tubs not returned. We ask that glasses be emptied and placed upright in the transport container. Please scrape off any remaining food on any food service equipment, and rinse off any flatware. Cleaning fees are

calculated at the time of reservation, if returned dirty cleaning fees will be applied. If boxes are soiled/damaged potential charges will be applied.

LINENS POLICY: Linen should be shaken free of debris and kept dry to prevent mildew, do not spot treat or wash. Keep all linen airing in a cool, dry area before returning. Linens that are damaged by wax, ink, mildew, burn holes, sharpie, crayon, etc. are subject to replacement charges.

DAMAGE WAIVER: Covers accidental damage, not neglect, theft, or loss of items. If broken, please return all pieces of the broken item(s) to qualify for the damage waiver.

CANOPIES/POP-UPS/MARQUE TENT:

Site Preparation: Please be sure your site is called into the Diggers Hotline (811) 7-10 days before your event if you are setting it up. The client is responsible for marking all private underground obstructions (sprinkler lines, septic systems, landscaping lighting, etc). If we are delivering and setting up a canopy or tent for you we will contact the diggers hotline.

All canopies & tents must be set up on all grass surfaces and have an extra 5-foot area around all sides of the selected canopy size to ensure it may be set up correctly. Flower beds, retaining walls, landscaping, gardens, etc must not be within the area.

Canopies will use stakes only and are required to be set up in dirt or grass. Pop-ups can be staked into the ground or held down by gravity bags for an extra charge.

Inclement Weather:

Canopies: Are designed to be festive and add atmosphere to your event. Please be aware that sustained winds exceeding 20- 25mph can compromise the structural integrity of your canopy and will require you to monitor it for safety. The client understands canopies are water resistant not water-proof.

Pop-ups: These are designed to be festive and add atmosphere to your event. Please be aware that sustained winds exceeding 10-15 mph can compromise the structural integrity of your pop-up and will require you to monitor it for safety. The client understands pop-ups are water resistant not water-proof.

Marque Tents: We do carry 1 style of marque tent at 20x20 in size, they are waterproof & can withstand winds up to 50mph. This tent must be set up by us.

Clean Up for Canopy/Tent Pickup: All floral arrangements, trash, and decorations of any kind should be removed from the canopy before scheduled pickup. The client assumes responsibility for all damages caused by decorations.

DUE TO THE SEASONAL NATURE OF CANOPIES, TENTS, & INFLATABLES THEY ARE AVAILABLE FROM APRIL 15TH - OCTOBER 1ST (WEATHER PERMITTING)

INFLATABLES: Inflatables should be kept away from fire, water, fireworks, and rain. For your safety, do not use inflatables in the rain as they are operated with electricity. Rain can cause mildew, and excessive water inside the unit and you may be charged extra for cleaning and damages. If the unit begins to lose air, exit immediately. Inflatables can overturn in high winds, unload jumpers, and deflate if wind speed exceeds 25 mph. If water gets inside the unit additional fees will apply starting at \$100.

For any additional questions please call us at 402.333.2882