

Party & Event Rental Policy



Reservations: When reserving party and event rental items, a \$50 non-refundable deposit is required for inflatables as well as EZ-Up tents. All other tents rented with other party items will require a 25% deposit (of the total rental). The amount due at the time of the rental will then be the balance of the reservation. All reservations must include a signed copy of our reservations contract.

Cancellations: We require a minimum of two weeks' notice on all cancellations or reservation adjustments. If less than two weeks is given, the customer shall pay 50% of the contract due as liquidated damages.

Loss & damage: The customer is responsible for all equipment until it is returned to the store or picked up by our staff. Keep all items out of bad weather and secure. You are responsible for all equipment missing or damaged at replacement cost. All major damages or losses will be charged accordingly. The credit card on file will automatically be charged the replacement or repair cost if a loss or damage occurs.

Deliveries: Delivery is available for an additional charge and includes both pick-up and delivery. Delivery does not include the set-up of party items with the exception of tents and inflatables. The delivery consists of dropping off to the location and stacking all items in one place; for pick up items should be restacked in the same location. An additional fee may incur if breakdown is needed when we return for pick up. Please note: While we make every effort to adhere to a delivery time, exact times are not guaranteed.

Weather: Customer cancellations are not accepted in the event of rain. All of our items, with the exception of inflatables, are usable outside when it rains, as long as equipment is under a tent or used inside. In regards to inflatables: 100% of the deposit will be refunded if there is rain; HOWEVER the deposit is NOT refundable if the customer picks up the inflatable.