



Order Process:

1. Quote (Nothing held or guaranteed)
2. Signed reservation with \$500 deposit (Reserved)
 - a. Order under \$500 payment in full
 - b. Orders over \$500 require the \$500 non-refundable deposit to reserve
3. Full paid order 7 business days prior to Event (Final)

Payment Accepted: Exact Cash, Check, and Card (3% fee applied. Card Payment or Cash required if booking within 7 days from event.

Quotes are informational only. **No inventory or services are held until signed reservation and deposit are received.**

A \$500.00 (Non-refundable) deposit is required to convert a quote to a reservation. Orders under \$500.00 need to be paid in full to reserve.

Full balance on all events will be due 7 business days prior to scheduled Delivery/Will Call.

Cancellations: Orders may be cancelled at any time prior to 48 hours from delivery/will call date. Cancelling within 7 business days will result in a minimum 50% cancellation fee. Cancelling prior to 7 business days before event date will result in client only forfeiting the non-refundable \$500.00 deposit, and all other payments will be refunded.

Rain plan tenting: Our cancellation policy applies to all rental items, including tents rented for rain plan scenarios.

****Items may be cancelled within 48 hours of the event delivery/will call date but no refunds will be given.**

Delivery Orders: Clients are responsible for being present during delivery window. Accurate contact information should be provided along with layouts if available. Once we have delivered, we will not return if client or a representative was not present for delivery. We will make one attempt at delivery/pickup. A second attempt will be **billed at an applicable delivery rate or no less than \$100.00.**

Minimum Delivery: Delivery minimum of \$300 rental will be effective 9/1/2022. Rental must reach \$300 in rental before setup, labor, waiver, and delivery.

Warehouse Pick Ups:

- Client Pick Up Fridays 9am-12pm ONLY
- Client Returns Mondays 9am-12pm ONLY
- **Returns after 12pm will be charged an additional day's rental rate and forfeit of security deposit. Each additional day will be charged until all items are returned.**
- Warehouse Pick ups May have a security deposit applied to a will call order (\$100-\$2000)
- *****Clients are responsible for unloading/loading their own vehicle. Yur Event staff will NOT load/unload a vehicle.*****

-Kenner will call will be strictly limited for months of March, April, May, October, November, and December.

Cooking Equipment: Equipment rented will be charged a cleaning fee of \$250.00 up front and will be refunded when returned clean.