

Party & Event Rental FAQ (Frequently Asked Questions)



Rental Periods

Event Rentals run Friday to Monday for a one day price. If needed longer please advise for quote. Party Rentals are one day rentals. Items picked up on Sat 7am-12 noon must be returned Monday before 8am for one day rate.

Identification

A valid driver's license is required for ALL rentals. A current utility bill or major credit card may be required as a second form of identification.

Availability

Early planning ensures availability. Let us quote the items requested for your event so a reservation can be made to secure your items.

Reservations

A reservation confirms the items you need will be available for the day you request. A 25% deposit is required for a reservation.

Payment

Payment of 25% is required at time of rental reservation. Payment in full must be received 2 weeks in advance of your event. This is required for Commercial Credit Accounts unless prior arrangements are made.

Cancellations/Refunds

We do not offer refunds for event/party rentals. Special order items are non-refundable and not subject to in-store credit. We will issue an in-store credit for the full amount good for up to one year from the date of cancellation on anything we rent including equipment. If your event is postponed, we are happy to re-schedule the same items for another date providing the items are available.

Changes to Reservation

Once a reservation is placed, we are holding those items for you for the date requested. This means if someone else calls and wants to rent the same items, we will not rent them unless we have extra inventory available. You may make small changes to your reservation, but keep in mind we do not offer refunds so any funds owed to you will be issued as an in-store credit good for up to one year on anything we rent. Changes to your event rentals are required to be finalized 2 weeks prior to the event. Additions to your order are always welcome, subject to availability. We will always do our best to accommodate your needs.

Linens

We offer linens in a variety of colors, sizes and styles. Customers are responsible for returning all linens in dry, free of debris and in the laundry bags provided. Shake all food, confetti, flowers and any residue from linens before placing in linen bags. Any damp or wet linens should be hung and completely dry before placing in linen bags to prevent mildew. Waxed, burned, excessively soiled, or negligently damaged linens may incur additional charges, up to replacement as determined by A & J Rental. Please note Rental Protection Plan does not cover linen rentals.

Tents

We offer a wide variety of sizes of tents. Most of our tents are frame tents which allow for more space due to no center poles. The size is determined by what you will be placing underneath the tent. Our tent prices include set up and take down. Below are some questions we will be asking in order to determine what your needs will be.

- On what type of surface will be placing the tent?
- How much space do you have to accommodate a tent?
- Is the surface level?
- Are there overhead electrical, underground utilities or tree limbs in area of installation?
- How many people do you need to accommodate and in what configuration ie: all tables round or banquet, partial tables, cocktail tables, etc.
- What other items are you placing under the tent ie: dance floor, stage, DJ, bar, serving tables, cake table, etc.
- Can we drive to the point of placement or will we have to travel with rentals. Additional charges may apply.
- Do you want any portion of the tent enclosed with sidewalls? Solid, clear, window, doors?
- Do you need lighting, heating or air?

PLEASE NOTE: We do not allow cooking under our tent tops. Open flames of campfires, fire pits, etc cannot be in the area as embers travel and can damage tent tops. All tent prices include setup and take down but does not include delivery and pickup charges.

The only tents we rent for customer pickup and install themselves are our EZ up tents (10 x 10). All other tent rentals must be installed by our event crew members.

Inflatables

We have a wide variety of inflatable's and games. Refer to our website for selection and pricing.

What are some things to consider when renting an inflatable or game?

- What age group will you be entertaining?
- Do you want a wet or dry inflatable?
- Will you be using the inflatable inside or outside?
- Will you be placing on grass or other surface? Is the surface level?
- Do you have power within 50 ft of placement? If more than one inflatable, separate circuits are necessary.
- Are there overhead power lines?

- Do you need delivery/pick up or set up and take down? Additional fees apply.
- If delivery is requested, can we drive to within a few feet of placement?

NOTE: If you are picking up an inflatable you will need a truck or small trailer. We do not load inflatables in SUV's or large vehicles.

See Inflatable Instruction Guide for Operation, Setup, Take Down and Safe Operating Procedures.

Returns

Upon return, rentals will be inspected and accounted for. If there are missing, broken or damaged items, you will be charged at full replacement. In order for the Rental Protection Plan to pay for damages, broken parts (with exception of glass) must be returned. Missing items will not be covered.

Equipment Protection Plan

A percentage of the rental rate will automatically be charged for equipment protection plan unless declined. If declined customer must provide certificate of insurance that identifies A & J Rental, Inc as Loss Payee on Renters equipment policy and as additional insured on Renters General Liability policy and must be submitted **PRIOR** to rental, otherwise purchase of Equipment Protection Plan will be required. See Equipment Protection Plan for details.

Pricing

Prices are subject to change. Please call for current price quotes. All rental charges are for timeout, whether used or not.

Delivery and Pick-Up

Delivery and pick-up are available at reasonable rates. Please call for a quote to your specific location. Fees are determined by the size of the rental order, the distance required for traveling and any special requests. Our delivery schedule is made in advance and our trucks make many stops during the day. See Event Rental Policies Sheet for details.

Late Returns

Every situation is different and will be handled on an individual basis. The best solution for both parties is communication. If you are planning on being late or need for an extended time, give us a call. Final determination of any additional charges will be discussed upon return.

Responsibility

Responsibility for rental items remains with the customer from delivery to return. All items are to be secure and protected from theft, weather, wildlife, sprinklers and any loss of usage. Client is responsible for missing/negligent damage to equipment.

NOTE: These Policies & FAQ's do not supersede what is stipulated in the signed rental contract and signed Event Rental Policies Sheet. Photos do not necessarily reflect the equipment for rent.