

## FAQ

### 1) When is Payment Due? Is there a Deposit?

- 🕒 We require a 50% Deposit in order to Reserve items. The Remaining Balance is Due as late as 2-Days before the Delivery. If you are picking up items from us, you can Pay when you come in to Pick Up your items.

### 2) How long is the '1-Day Rental Period'?

- 🕒 You can receive items as early as Friday (or Saturday), Return them on Monday (we are Closed on Sunday), and we would only charge for 1 Day. During the week, you can have the items for 3 Days and we would only charge for 1 Day (Tuesday-Thursday for example).

### 3) Do we need to wash the Table Cloths?

- 🕒 You do not need to wash our Table Cloths. Just shake them out to remove any loose food particles and then they are good to come back to us.

### 4) Do we need to wash China, Flatware, and Glassware?

- 🕒 We just require you to do a 'basic rinse' of these items. You do not need to Machine Wash. Just some water from the sink is fine in order to remove the food particles.

### 5) Do I need a Tent Permit?

- 🕒 You do not need a Tent Permit for something on your Private Property. If the Tent is going on Public Land (Park, Beach, Street Closure, etc.) then you will need a Tent Permit. We Charge \$125 for us to obtain the Permit for you, plus the actual Cost of the Permit from the City. The City Fee is different for all of our local Cities (Treasure Island = \$50; City of St. Petersburg = \$96; Pinellas Park = \$60; etc.)

### 6) Do you offer Setup and Teardown?

- 🕒 We offer Setup and Teardown on our Tables and Chairs. We charge \$1 per Table to Setup, and \$1 per Table to Teardown. We do \$0.50 per Chair to Setup, and \$0.50 per Chair to Teardown. We will Setup and Teardown all Tents, Stages, and Dance Floors that we Deliver for an additional Labor Fee based on the Size/Quantity of the items rented.

### 7) Do you tie the Chair Sashes?

- 🕒 We do not tie the Chair Sashes. They will come to you nicely pressed and folded. There are many helpful videos on YouTube that show the best way to tie Sashes. Here is a very good one: <https://www.youtube.com/watch?v=KphiBfiPdj4>

8) Do you setup the China, Flatware, Glassware, and Linen?

- ⌚ We do not offer Setup or Teardown on the China, Flatware, Glassware, or Linen. These items will come to you in Racks and/or Crates. The Linen will come to you nicely pressed and on Hangers. We apply a cellophane bag over the Linen to ensure cleanliness during transport. We require the Hangers to be Returned back to us. Please do not throw away!

9) How close to the Delivery Date can I edit my order?

- ⌚ You can edit your order as late as 2-Days before our Delivery (or your Pickup from our Store).

10) What is your Cancellation Policy?

- ⌚ You can Cancel items as late as 2-Days before they are scheduled to go out (except for Tents listed below). We may charge a restocking fee if items are removed within the 2-Day Period.

11) How close to the Delivery Date can I remove my Tent from the order?

- ⌚ You can remove your Tent as late as 3-Days before the Delivery. If the Tent is canceled within the 3-Day Period, we may potentially charge a restocking fee.

12) Where are you located, and what are your hours of operation?

- ⌚ We are located right near Tyrone Mall at: 7171 22<sup>nd</sup> Ave N; St. Petersburg, FL 33710. We are open Monday-Saturday 8:00AM-5:30PM.

13) Do I need an Appointment to come to your Showroom to see items?

- ⌚ No Appointment needed! Come on by any time you'd like during our Operating Hours.

14) Which forms of Payment do you accept?

- ⌚ We accept Cash, Debit/Credit Cards, and Checks. Companies/Corporations can apply for Credit Terms to be Billed Out after Events.

15) What happens if my rentals get wet from the rain?

- ⌚ The only items that cannot get wet for an extended period of time (24-48 Hours) would be the Dance Floors, Staging, Bars, Wooden Tables, and Linen. The wooden items have a chance of 'warping' due to heavy rain/saturation. It is okay if they get a little drizzle, but please wipe them down after the rain passes. We offer 20x20 Plastic Tarps for \$5 each. If your Linen Table Cloths get wet, allow them to air dry (or machine dry). Do not place them into Plastic Bags while wet, because they will then start to mildew.

16) What happens if I break a plate or glass?

- ⌚ We forgive 2 or 3 broken pieces at No Additional Charge. Delicate items will break on occasion, and we understand that. Anything more than 3 broken pieces will then constitute a Sale Price per each additional broken piece. Glasses and Plates are generally around \$3 per Piece as replacement cost. We Charge in Full for all Missing Items that are not Returned to us, so if 1 or 2 break just let us know and we are okay with it!

17) How many people can sit at your tables?

- ⌚ We offer Round Tables that Seat either 2, 4, 6, 8, or 10 People (30", 36", 48", 60", and 72" Round Tables). We also offer Rectangular Banquet Tables that Seat either 6-8 People (6ft Banquet Table) or 8-10 People (8ft Banquet Table). We also have various sized Square Tables, Serpentine Tables, Half-Round Tables, Cocktail Tables, and others.

18) What is the weight limit on the chairs?

- ⌚ All of our Chairs are weighted at 600 Lbs! No need to worry, our Chairs will hold you upright!

19) What size Tent do I need for my specific quantity of people?

- ⌚ There is a general estimate of roughly 10 Square Feet per Person when trying to calculate which size tent you need.
- ⌚ Here is an Example: 20x20 Tent = 400 Sqft /10SqFt per Person = 40 Person Capacity

20) Do you have a Late Drop Off area?

- ⌚ We do not have a Late Drop Off Area. All items need to be Returned by 5:00PM.