



Party Rental Policies

RESERVATIONS: When reserving a rental item a 50% down payment is required to confirm the reservation. The remaining payment is due 30 days before the event. Full payment is due before rental items are released or delivered. We accept all major credit cards, cash, or check. A driver's license or other official picture ID are required for all rentals.

DAMAGE WAIVER: This is a fee that is added to all contracts automatically. Our damage waiver is 15% of the rentals. This waiver covers any accidental damages to the rentals. It is an optional charge but is non-refundable. This waiver does not include rentals that have been lost. If you would like to decline the damage waiver, we need to know before the event.

CANCELATIONS: There is a 7 day cancelation for majority of our rental items. If you cancel items before the 7 days, then you will receive a full refund. If you cancel items during the 7 days before the event, we will not be able to issue a refund. The only exception is our special order linens. Our special order linens include a 3 week cancelation period.

DELIVERY: Delivery/Pick Up fees are based on the destination's location. Orders are typically delivered one to three days in advance of your event. Regular delivery hours are Monday-Saturday 8am-6pm. Sundays, holidays, and after hours are available for an additional fee. Please count and check your order upon delivery. If you discover that something is missing, please contact us immediately. Deliveries consist of dropping off to the location of the event approximately 20 feet off the back of the truck and stacked in one place. Everything should be returned to the original place of delivery restacked as received and ready for pick up. Set up and take down is available for an additional fee.

PICK UP: If additional fees have not been paid for labor for our staff to set up/take down items, then please have items for pick up sorted, stacked, and accessible to our drivers. Tables and chairs should be folded and stacked as they were at the time of delivery. Final counts will be done at Redi Rental's warehouse. You will be notified of any lost or damaged items. Missing items will be charged to you at replacement cost.

Damaged items will be charged to you at replacement cost unless you elected to have our damage waiver.

SET UP AND TAKE DOWN: Set up and take down services are available through Redi Rental's Events Office on most items and must be arranged and paid in advance. If services are not prearranged and our staff needs to set up or take down upon delivery or pick up, the fees will be charged to your reservation.

RENTAL PERIOD: Party rental periods cover the time needed for one event. This period could be for several days, and for weekend events allow you to pick up your rentals anytime on Friday or Saturday for return anytime on Monday. The charge for this period is based on the "one day" rate.

CLEANING OF FOOD SERVICE ITEMS: All food service rental items (china, flatware, glassware, chafers) must be sorted, returned free of food, and repacked in their original delivery containers. These items do not need to be washed but rinsed of food. Pack glasses "bottom up" in appropriate racks. Do not mix glasses in racks.

LINENS: Please return linens free of food, trash, or debris. Linens do not need to be laundered. Use the linen bag provided. Unused linens cannot be refunded.

TO CREATE A QUOTE, RESERVATION, OR TO ADD TO YOUR EXISTING

RESERVATION: Please call our Events Office at 231-737-7368 x 1 to request a quote, make a reservation, or make any changes to your existing reservation.

SCHEDULING OF DELIVERY AND PICK UP: This is completed by our Scheduling Office. They will typically call you a few weeks to a couple of days before your event to schedule and confirm delivery and pick up times. If you would like to contact them sooner or have any questions, please call 231-737-7368 x 7008.

AFTER HOURS ASSISTANCE: If you have an issue with any of our party rental items outside of our normal store hours please call 231-740-0182.