



Frequently Asked Questions

The following questions cover many of the issues that arise on a regular basis. You will receive Terms and Conditions of Rental that form our contract. Read that document carefully. It will govern the transaction. We also recommend that you read all the various policies we have regarding Tent Rental, Delivery & Pickup, Warehouse Pickup, Inflatable Rental, Linen Rental, etc.

How do I reserve equipment?

You confirm your reservation with a **minimum, non-refundable (14 Days Prior) reservation fee of 50% of the invoice amount and by signing the rental contract.** At the point Main Events accepts your reservation fee, you confirm that the reservation has been made.

Can I change my reservation?

You may change a confirmed order or cancel it until fourteen (14) business days prior to the delivery date. **If you cancel the order, Main Events will retain 50% reservation fee described above.** From that point to the day before the delivery date, you may add items to your order, subject to availability. **If you need less than you ordered, we can adjust the quantity of items we deliver, but you remain responsible for the invoice amount as of the confirmation/cancellation date.**

When and how do I pay?

Payment in full is required fourteen (14) business days prior to the delivery date, or it will not be delivered. At the time full payment is made, we may also require a **security deposit** of certain equipment such as cleaning after use. The security deposit may be paid by cash, check, or by authorizing Main Events to reserve the amount on your credit card. We will return any security deposit to you within ten (10) business days following the return of the rental equipment in good condition on the return date. If items are returned in damaged condition, dirty, or are not returned at all, Main Events will apply the full replacement cost or repair cost to your invoice. If the security deposit is insufficient, you are responsible for any outstanding balance due payable within fourteen (14) days after the event date. We gladly accept **Visa, MasterCard, American Express, and Discover credit cards**, as well as **cash**, or your personal or company **check**, made payable to Main Events Party Rental. **If you are tax exempt**, you must pay with a check or credit card from the organization claiming the exemption and have a tax exempt letter on file with us. If your check is returned for insufficient funds, you will pay a \$35.00 fee.

Are there delivery charges?

We offer delivery & pickup during business hours within our delivery radius. Any special charges depend on your location and the time and date of the delivery or pick up. Deliveries are pick ups outside our normal business hours are available for an **additional** charge.

What about stairs, elevators, and other obstacles?

All deliveries and pick ups are to **first floor locations that the truck can access**, unless you specify otherwise. **Carry in away from the tailgate of the truck will require additional charges.** We must charge a fee for other locations. If we arrive to deliver or pick up and encounter stairs or limited access that were not identified when the the order was confirmed or if no one is present at the event location, our drivers will call the office for instructions on how to proceed. You will be responsible for any additional charges necessary to address the situation. Our normal procedure is to deliver the equipment to your location and pick it up after your event. We will gladly **set up and/or take down our** tables and chairs, if you have arranged for us to do so for an **additional charge.** Tents, staging, pipe and drape, and dance floor pricing includes set-up or take-down charges in normal situations.

What are Main Events hours of operation and where are you located?

Our **office and showroom hours** are Monday-Friday, 9:00 a.m. to 5:00 p.m. Saturday, 9:00 a.m. to 2:00 p.m. We are located at 1015 Brice St, Newark, Ohio 43055. Brice is just North of Rt. 16 off the O'Bannon St exit on the East side of Newark.

What about delivery and pick up schedules?

Our normal delivery is either a **morning delivery**, 8:00 a.m. to 12:00p.m. or an **afternoon delivery**, 12:00 p.m. to 5:00 p.m. Any delivery required outside our normal delivery hours is subject to additional charges. We make every effort to accommodate your schedule when making our routes. If you have a cell phone number, we can call you so you can meet us. We do try to call the next location when our staff leaves the previous location. We usually finalize our schedules the afternoon before, so feel free to call to see where you are on the schedule. We appreciate your patience in the event of unforeseen circumstances that require us to deviate from our plans.

What are my responsibilities while I have the equipment?

All rental equipment is and remains the property of Main Events Party Rental, LLC. and is to be used ONLY by you for the event/time for which it is rented. You reserve the equipment for a specific time and are responsible for the rental price, even if you **do not** use the equipment.

You are responsible for keeping the equipment in **good condition** from the time it is delivered/picked up until it is returned to our driver or to our office. You are expected to exercise ordinary care to **safeguard** the equipment.

Equipment must be protected from weather at all times. If you pick up the equipment, you must be able to transport it in an enclosed vehicle or bring adequate heavy duty straps to secure the equipment into your vehicle. Any water damage, or damage outside normal wear will be subject to additional charges, repair or replacement.

Do I have to wash the dishes or clean the grills before I return them?

Yes. All **glassware, concession equipment, and food service equipment** are to be returned rinsed or cleaned, and in the containers/packaging materials in which they were delivered. If you cannot rinse or clean these items or want us to do it, please tell us at the time your order is confirmed and we will add a dirty dish/equipment charge. **Charcoal grills** must be free of charcoal and ash and cool before we pick up. Gas grills must also be cleaned or the grill/ equipment clean up charge will apply. All scoops and pumps provided for concession machines **MUST** be returned, and if they are not, a replacement fee will be added.

Do I have to wash the linens?

No. Linens are to be returned **dry** and **free of food, wax, and debris**. Any tears, rips, stains, mildew, candle wax damage will be subject to 3 times the rental charge, over and above the original rental charge. **Do not place them in plastic bags after use. This will mildew the linens and a replacement charge will apply.**

Tables and **chairs** must be free of soil or tape. Please **DO NOT use staples on the tables.**

If these items are returned otherwise, you will be charged a fee for us to process them for you. Prior to pick up, all items should be placed together in an accessible area, preferably where we delivered the equipment.

Why is it important that I know how many of each item I receive and return?

We make every effort to assure an **accurate count** of the equipment you rent from us. When we deliver the equipment, you should check our count against the contract before our driver leaves or before you leave our office. If you are not present at the time of delivery, you will be deemed to have accepted our count. You will be responsible for any discrepancy in the count at the time the equipment is returned to us.