

## **Burns Rent-Alls FAQs**

### ***How do I place an order?***

You can place an order by fax, telephone, or email. Orders can be placed by telephone Monday Through Saturday during normal business hours. You can fax and email your orders 24/7. A Rental Coordinator will contact you back within 24 hours. We require a 25% non-refundable deposit to hold any reservations.

### ***When do I need to make a reservation?***

We suggest to our clients to make reservations the sooner the better. The more notice we have helps us to guarantee we can accommodate your needs. Placing an order 4 weeks prior to your event gives us enough time. Tents or larger orders usually need about 2 months advance.

### ***What is your change policy?***

Small reductions can be made up until noon one week before delivery or customer pick-up. After that, orders are packed and prepared for delivery or pick-up. Additions will be accepted until 5:00 pm 2 days before delivery or until time of customer pick-up.

### ***What is the damage waiver?***

The damage waiver covers any accidental damage. It is a percentage of your rentals. The customer has the right to decline the damage waiver. If the customer declines the damage waiver, they will be held liable for any damages that may occur. If the customer decides to keep the waiver it is non-refundable. It does not cover theft, vandalism, mysterious disappearance, or damage due to misuse of equipment.

### ***Can I pick up our equipment?***

We offer customer pick-up Monday through Saturday during normal business hours. Please contact one of our Event Coordinators if you are uncertain.

### ***What is your cancellation policy?***

If you cancel within one month or later before delivery you are responsible for 25% for cancellation. Two weeks prior 50% cancellation fee, before 14 days 100% cancellation fee. Reservations are confirmed as soon as you put your money down on the reservation.

### ***What are your payment policies?***

We accept cash, VISA, MasterCard, Discover, personal checks, and company checks. Credit Accounts are available after a credit background check is completed.

### ***How do I arrange a tent site visit?***

Tent site visits can be arranged by contacting one of our Event Coordinators. The site visit allows us to determine what size tent you may need, along with any other suggestions we may be able to provide.

***How far do you deliver?***

We deliver anywhere in the U.S. Please contact a Rental Coordinator for a current price.

***How is equipment delivered and how should it be returned?***

All equipment is delivered and stacked in a mutually convenient area, main floor, or tailgate destination. All equipment should be broken down and stacked exactly where it was delivered unless different arrangements are made. Additional charges will apply if equipment is not broken down and stacked neatly. All china, flatware, and glasses should be returned to their crates that they were delivered in. They should all be cleaned and free of any food or debris. Additional charges will apply if items are returned dirty. Additional charged will apply if items are returned dirty. All equipment must be accounted for at pick up. Additional charges will apply for any missing equipment.

***Do you offer event set up and breakdown?***

We do offer set up and breakdown. Please contact one of our Event Coordinators to get the current rates.

***What size linen fit what size tables?***

Please visit our table linen guide to see what linens fit on what table sizes. If you have any further questions please contact one of our Event Coordinators.

***How do I handle damp or wet lines after an event?***

If linens are wet please let them air dry before bagging them in the Burns Rent-Alls Inc. linen bags provided. This will help to avoid mildew and other damages to the fabric. Additional charges may apply for damaged linens.

***How big should my dance floor be?***

We estimate you need about 3 sq. ft. of dance space per person. You should estimate that only half of your guests will be dancing at one time. For example: 50 people need 12x12, 100 people need 20X20, and 150 people need 24x24.

***Do I have to pay for rentals that I don't use?***

Yes, we charge for all time out.