

PARTY DIVISION POLICIES AND PROCEDURES:

1. All rates quoted, with the exception of wedding rentals, are for a 24-hour rental. All costume rentals are on a 24-hour basis.
2. All rental fees must be paid at time of pick-up. Charges are based on length of time item is kept, regardless of whether it is used.
3. All rentals require a security deposit, which is refundable upon return of undamaged items. See linen policy for exceptions.
4. Missing items are the responsibility of the renter and will be charged accordingly. Broken items will be covered by the damage waiver as long as broken items are returned with the order.
5. All items come to you clean, polished and ready to use. They need to be returned in the same condition. With the exception of linens and costumes, all items must be returned clean and free of food, wax, beverages, etc. A cleaning fee will be charged if plates, flatware, glasses, cotton candy machines or popcorn machines are returned still containing food or liquids.
6. Delivery is available for an additional fee.
7. Candles – Please keep candles in climate-controlled environments. Extreme heat due to factors such as being left in a hot car will warp candles and prevent them from fitting candleholders. The customer will be responsible for the cost to replace them.
8. Trays and Fountains should not be disassembled for any reason!
9. All reservations require a deposit equal to 1/3 of the total at the time the order is placed.
10. Costumes – Some costumes are rented with accessories. All items must be returned in order for security deposit to be returned.
11. Prices are subject to change without notice.