

FAQ

How do I book?

First, build your wishlist of desired rentals by placing items in your cart and checking out. After submitting your desired items, we will confirm availability and then send a quote for review and approval

How do deposits and payments work?

Fifty percent (50%) of the rental amount is required to secure your event date, unless previously agreed upon. Please note, all payments are nonrefundable, no matter the reason for cancellation. All remaining balance MUST be paid 14 days prior to the event. If your event is less than 14 days away, full payment is required at the time of booking. We accept Visa, Discover, MasterCard, American Express, Cash, Zelle and only company checks are accepted.

Is there minimum reservation requirements?

Yes, unless it's a pickup item, we have a minimum reservation requirement in order for us to accommodate your delivery request. The minimum reservation requirement for delivery is a \$300 minimum. There is a \$75 fee if the minimum requirement is not met . n distance.

What if my event is canceled or rescheduled?

If you have to cancel we will certainly work with you in the event of unforeseen cancellations or harsh weather conditions. While all payments are nonrefundable, regardless of the reason, clients are subject to a full company credit for up to one year from the original event date unless otherwise stated. Please be advised, clients are permitted ONE rescheduled event date. After this, client will forfeit credit and submit a new wish list and restart the booking process. A \$40 rebooking fee is also required once a new date is selected. Please give TWO weeks prior notice when rescheduling your date.

Do you offer setup?

We offer set-up of table and chairs for an additional fee. Please contact our office two weeks prior to your event to set-up this service if it's needed.

What are my responsibilities during rental?

It is the client's responsibility to check the rental confirmation & make sure all product rented is correct. CC Events & Rentals will not take any responsibility or liability for incorrect information. It is the client's responsibility to return equipment in the same way it was delivered. Client must ensure all delivered items are dry, clean and not damaged. Any missing, damaged, dirty or wet items will be invoiced and charged to the credit card on file without further notice. If missing items are found, we will issue a refund to the card on file. Responsibility of the equipment remains with the client from the time of delivery until the time of return. Please make sure equipment is placed in a covered area with protection from the weather when not in use.