

Frequently Asked Questions

Q: Why have I not seen my security deposit back yet?

A: We give this deposit back on the day you return your equipment and the refund can be seen on your receipt. If it is not showing up in your account this means your bank has not processed the credit yet. This can sometimes take up to a full week for the credit to go through your account. We give this credit back immediately and apologize if your bank is delaying your money return.

Q: Where are you located?

A: We are 4.5 miles west of 494 on the south side of Highway 55; Located on the border of Plymouth and Medina at roughly the intersection of Highway 55 and 101 N.

Q: Is the reservation deposit/down-payment refundable?

A: You have 24 hours from the time you made the reservation to cancel or the deposit is non-refundable.

Q: How far ahead should I reserve equipment?

A: A reservation guarantees we will have the equipment for you so it is never too early to reserve assuming you know you need it and know what date you need it for.

Q: What is the reservation deposit/down-payment for?

A: This guarantees that the equipment will be here for you. With no reservation down-payment there is no guarantee the equipment will be here for you.

Q: Do we need to load and unload our own equipment?

A: We are a full service rental company and our experienced staff will load and unload your equipment, however you, as the driver, are responsible for securing it into your vehicle.

Q: Do we have to keep your party equipment for 48 hours?

A: We allow you to keep this equipment for this amount of time so you have time to setup your party and take it down with less stress (time may be limited during the month of June). If you want to return your equipment early this is not a problem, just make sure you come during our business hours.

Q: How hard and how long does it take to setup a canopy?

A: Most people can setup a medium sized (20X20) canopy in an hour with 2 people working on it. Our crew finds this task easy, and if you follow the instructions the process will be easy for you too.

Q: What is the reservation deposit/down-payment for?

A: This guarantees that the equipment will be here for you. With no reservation down-payment there is no guarantee the equipment will be here for you.

Q: What time will my party equipment be delivered?

A: We usually deliver your equipment the day before your event either between 7:30am and 1pm or 1pm and 6pm. Depending on the time of year we can give you a better guess when you make your reservation.

Q: Do we have to wash our dishes/concession equipment before returning it?

A: We ask that you rinse off any dishes or glasses; we do not want any excess food or drink left on them. We will sterilize that equipment at our store. Concession equipment should be wiped out completely, and chocolate fountains should have no remaining chocolate on them. Please follow instructions for cleaning concession equipment.