

## **What to Expect on Delivery Day**

We aim to make your delivery as smooth as possible! On the scheduled delivery date, our team will do their best to arrive within the designated delivery timeframe. Traffic and logistics can sometimes be unpredictable, we can't promise an exact arrival time, but we will do our best to keep you updated if we are running behind or ahead of schedule.

**Preparing for Our Arrival** To help us stick to our schedule, please ensure your driveway is clear of cars and campers, or any other obstacles.

- **Our crew will drop items off within 20 feet of our truck.**
- **Distance & Obstacles:** If you anticipate that our crew will need to carry items further than 20 feet, or navigate stairs, slopes, or tight spaces, please let us know beforehand so we can adjust the quote to include cartage fees. If we encounter unexpected obstacles, extra cartage fees may be added to your final invoice post event.

### **Client responsibilities**

- **Check Your Items!** Rental items are pre-inspected and confirmed in good working order before delivery. By renting from All in One Party Shop, you acknowledge and agree to inspect all equipment and report any concerns **before the event begins** to ensure it is in proper working condition. The Renter must report any missing items or equipment issues **prior to or during the event** via phone call/text message to the office or to our emergency number; we will make every reasonable effort to **resolve any issues before your event begins**.
- **Contact Info:** A valid cell phone number for a site contact must be provided prior to delivery.
- **Security:** You are responsible for the equipment from drop-off to pickup. Please keep items dry and secure.

**Weather & Safety** We want your event to be safe. Therefore, all marquee and frame tents must be professionally installed and dismantled by All in One Party Shop staff. Please note that we may have to refuse delivery or setup if severe weather, ice, or dangerous terrain makes it unsafe for our crew or equipment.

## **Getting Ready for Pick-Up**

To ensure a smooth wrap-up to your event, please have everything packed and ready by **10:00 AM** on pick-up day (unless a different time has been confirmed by our office).

**How to Pack:** Please return all items to the spot where we originally dropped them off.

- **Furniture:** Fold and stack all tables and chairs.
- **Linens:** Ensure linens are dry before placing them in the provided bins.
- **Tableware:** Give dishes and cutlery a quick rinse with water and place them back in their crates.

**Pro Tip:** We recommend taking a photo of the equipment when we drop it off! This gives you a perfect guide for how to stack things for our return.

**Please Note:** To avoid a **min. \$75 service fee**, our crew needs to be able to load immediately upon arrival. If items are scattered, dirty, or not ready, this fee will apply. If items are missed because they weren't in the drop-off spot, you will be responsible for returning the item to our nearest warehouse. If our crew needs to return to pick up items left behind, additional pick-up fees will be applied to the final invoice.