

Frequently Asked Questions

How much notice do you require for equipment rentals?

We would like at least 3 weeks' notice on all equipment orders, but for higher volume times like the summer you may want to reserve the date with as much time as possible.

Can I make changes to my order?

Any changes to the order must be made 7 days in advance of equipment delivery.

Do you require a deposit?

Yes, a nonrefundable deposit of 25% of the equipment order is required on all parties.

What are your payment options?

We accept Visa, MasterCard, Discover, American Express, Cash or Certified Check. Personal checks will only be accepted 2 weeks prior to the event.

What is your deposit schedule?

25% of the order or proposed order is due at time of booking.

25% is due 3 weeks prior to the event.

Final payment is due 2 days in advance of equipment delivery.

****Equipment ordered with catering services is subject to the stated payment schedule for the event.****

Do you charge for delivery/pick-up of equipment?

Yes, there is a \$50 delivery/pick-up charge for orders being delivered to Monmouth and Middlesex Counties.

Other areas are based on your zip code.

When do you deliver the equipment?

We deliver the equipment Wednesday – Friday between the hours of 8:00am and 5:00pm.

Can I have a set time for the delivery of the equipment?

Any requests for deliveries outside of our normal delivery times and days will be subject to an additional \$150.00 charge.

When do you pick-up the equipment?

Equipment pick-ups are scheduled Sunday – Tuesday between 8:00am and 5:00pm.

Can I have a set time for the pick-up of the equipment?

Any requests for pick-ups outside of our normal pick-up times and days will be subject to an additional \$150.00 charge.

Do your driver's set-up the equipment and take down the equipment?

Our delivery personnel install and break down all tents, dance floors, staging and other heavy equipment.

Items such as tables, chairs, linens, service items, etc. will be stacked in one convenient location (not outside) for the customer to set-up and break-down.

Can I order and pick-up tables and chairs?

We do not allow customers to pick-up tables and chairs; we suggest you contact your local party supply place.

Can I pick-up my linens prior to my event if I am not getting tables?

Yes, you can make arrangements to pick-up your linens prior to your event. Please let your catering consultant know about your requirements.

When do I need to have a site inspection?

If you are ordering a tent larger than 20' wide, a site inspection maybe required.

What days are your site inspections?

We do site inspections on Tuesdays and Wednesdays, times will vary.

Do I need to be home for the site inspection?

You do not need to be home for the site inspection, but you need to clearly mark the area where you would like the tent to be placed.

What types of tents do you have?

We have Frame, Pole and Sail tents available

What surfaces can the tents be set up on?

Pole tents can only be set up on grass.

Frame tents can be set up on grass, concrete or pavers.

Any other surface (e.g. deck), there is a special damage waiver that you will need to sign

Is there any extra space required outside of the tent?

Yes, extra space is required for the stakes.

Pole tents need 8' to 10' in addition to the length and width of the tent.

Frame tents need 3' to 4' in addition to the length and width of the tent.

What does the number of people next to each tent mean in the brochure?

The total number of people the tent can hold without any additional items, such as DJ, Dance Floor etc.

What is cancellation policy?

Any cancellation with more than one-week notice will be refunded with a store credit only. Cancellation fee will apply to parties cancelled without a minimum of one week notice.

What if I need to postpone my party?

Parties postponed after Wednesday, for the upcoming weekend, will incur a postponement fee.

Do you charge a damage waiver?

We do not charge a damage waiver.

Do you offer discounts for non-profit organizations, schools, churches, caterers and other event professionals?

Yes, please inquire.

Am I responsible for cleaning any of the equipment?

It is not necessary to wash or hand-clean any of the equipment, but we do ask that you remove all food particles from the table tops and chairs before returning.

How should I return tablecloths when I rented equipment?

Please shake all tablecloths to remove food crumbs, then fold and place in a pile near the other rental equipment.

Please **do not** place linens in solid color trash bags as they sometimes get mistaken for trash and thrown out!

Linens should be placed in the supplied mesh bags and left near the other rental equipment.

How do I return my linens if I didn't order equipment?

You can return your linens when you return the racks from your catering order.

If I do not use equipment and return it un-opened can I get a refund?

Unfortunately, once the equipment is accepted for delivery we cannot refund any portion of the fee.

Do I need a permit for my event?

Almost every municipality or state requires permits, check with your town building department to see what would be required for your party.

What is my responsibility for preparing the event site?

You must clear the predetermined area for the installation of the tent – this includes mowing the lawn, moving lawn furniture, potted/hanging plants, children's toys, vehicles, snow or any items that will inhibit the equipment set up.

What is my responsibility for accepting delivery and pick-up of rental items?

It is best to have yourself or a representative available upon delivery and pick-up, to confirm placement, quantity, and condition of items.

Will you need to use the driveway when you deliver the equipment?

If possible clear your driveway of vehicles; this will avoid any delays in your delivery.

What am I responsible for once I receive the equipment?

Once the equipment has been accepted for delivery, it is your responsibility to return it in the same condition as received.

If any equipment is broken, damaged, or missing we will send an additional invoice for this equipment.

Where do I need to keep the equipment once delivered?

Do not leave equipment in an uncovered area.

The equipment must be kept “undercover” to avoid damage from rain, snow, wind or any other elements.

Any damage due to equipment left uncovered will result in additional invoicing. Please safeguard the equipment and be sure it is protected and secured from the weather when not in use to avoid this matter.

Where do I need to leave the equipment to be picked up?

Chairs and tables must be folded, and stacked in same place as drop off, under cover so as not to be damaged by the elements.

What if I have sprinklers or underground utilities where the tent is to be installed?

You need to check for any pipes, cables, electrical lines, septic or sprinkler systems by contacting the company that installed the sprinkler and phoning “Call Before You Dig”, a service offered by the utility companies to properly mark the area of installation of tent.

We install the tents in the agreed upon area and accept no liability for the underground utilities.

What if I experience severe weather?

Exclusive Party Rentals solely reserves the right to cancel the installation of tents or remove installed tents in the event of unsafe weather conditions.