



For Your Occasion Event Rentals

THE PROCESS

1

Brainstorming and Inspiration:

Before contacting us, explore our website to review our inventory and diagrams for tent rentals. It is best to know the date and location of your event when contacting us.

2

Speak with an Event Rental Specialist or Schedule A Showroom Appointment:

We can't wait to hear your ideas for your event! Contact an Event Rental Specialist to discuss the event in detail over the phone or schedule an appointment to come into the showroom. We will talk through all the essential details of your event to make sure nothing gets overlooked, and we will make suggestions to ensure your event is curated to the way you imagine it. *Helpful Tip: Use our 'Prepare for Your Appointment with an Event Rental Specialist' document, which our team has created to help during the planning process.

3

Quote:

Our team will start creating a quote after an Event Rental Specialist receives all the information regarding your rental requests. The quote will include everything discussed and will be itemized. We are happy to adjust the quote once you review it.

Quotes do not reserve the rental item(s) and do not guarantee inventory.

4

Reserving the Rental:

For the rental items to be reserved, we need the following items:

- Signed Quote and Terms & Conditions
- Please ensure ALL the information is correct, including the delivery address.
- Temporary Structures Addendum (tent rental only)
- Credit Card Form
- We require a credit card form to be on file, regardless of your chosen payment method.
- 50% non-refundable deposit or balance must be paid in full if it is within 14 days of the event.

5

Updating & Fine-Tuning:

We understand that things may change during the planning process, such as table and chair quantities. If you need to make any changes, please reach out to us. We will email a revised Order Confirmation for you to review, approve, and sign each time a change is made.

Important Notice: Please ensure the delivery address listed on the Quote/Order Confirmation is correct. If we deliver to the incorrect address, additional delivery fees may apply.

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6

30 Days Before the Event Date :

- If you cancel or reduce any item(s) within 30 days of your event, you will not receive a refund.
- Tent Rentals: A tent permit or notification may be required based on the city, township, zip code, or rental duration. If For Your Occasion Event Rentals handles the permit and/or tent notification, the customer will pay an additional fee for these services.
- Tent permits are the customer's responsibility to determine if one is needed and/or obtained. The customer is to pay all fees.

7

Two Weeks Before the Event Date:

- Final payment is due
- Reserved Tent Rental: A tent placement map must be on file For Your Occasion Event Rentals.

8

One Week Out:

- Final add-ons must be reserved before the trucks are loaded, which is typically Monday before the event date.
- The customer is responsible for contacting 811 to have utilities marked. The customer is responsible for marking the septic, irrigation system, and any lines past the meter.

9

Delivery

Delivery will be scheduled for Wednesday, Thursday, or Friday, except for holidays and weekday reservations. If the weather delays the delivery, then our team will contact you.

Our team will email you on Monday before your event regarding delivery. We will provide a four-hour window to guarantee delivery during business hours. Morning deliveries will be from 8 AM – 12 PM, and afternoon deliveries from 12 PM – 4 PM.

Reminder: Specific delivery requests must be made before reserving a rental.

10

Pickup

Our crew will return for pickup on Monday or Tuesday, except for holidays and weekday reservations. If weather delays pickup, then our team will contact you.

Tables and/or chairs need to be stacked the same way they were upon delivery before our crew arrives for pickup, or you will be charged \$4 per chair and \$8 per table.

All rental equipment must be cleaned before pickup, or you will be charged accordingly.



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II

Customer Pickup and Return:

If items are not picked up and/or returned during the designated times listed, additional rental day(s) will be charged.

Pickup: Friday between 8:30 AM – 1 PM

Return: Monday between 8:30 AM – 1 PM

Vehicle requirements: A full-size truck or enclosed trailer is required.

The table surface does not fold, but the legs do.

24/7 EMERGENCY LINE

Please call 252-492-9800 and **leave a message**