

# FAQs

We recommend placing your order as soon as possible. There are times during the year that we sell out of certain items, and because of this it is always easier to reduce your order than add on. You can reduce the quantities on your order and make changes up to 72 hours before your delivery or 48 hours before you pick up.

Our standard delivery and pickup is Monday – Saturday between 9:00 am and 5:00 pm. The standard fee for this service is based on the city we are delivering to for your event. If you require delivery within a specific time frame, an additional “timed delivery” fee will apply. Our delivery service consists of delivering your rental equipment to a nearby ground level site, outside the rear of our truck. Any deliveries involving stairs, elevators, or pathways with large obstacles that could prevent easy access to the drop-off locations, or excessive distances from our truck will be billed at the rate of \$75.00 an hour per man, at the discretion of the delivery driver. Deliveries with excessive distances or deliveries with set-up can be arranged, but need to be scheduled in advance – not at the time of delivery. See our Rental Policy for specific delivery policies.

Yes. Deliveries and pickups can be scheduled outside of our regular business hours or on Sundays for an additional fee. We understand that some locations have specific timing requirements and we will do our best to accommodate you for your event. The pricing for this service is based on the time, location and size of your order.

Depending on the size of your order, we do allow customer pick up. If you are picking up your order you will need to make sure you have the proper vehicle to accommodate the rental items. There are specific items that require delivery and cannot be picked up, and your sales person will inform you of that when you call to place your reservation.

Setup and tear-down of certain items are already included in the rental price: stage, dance floor and tents. For an additional fee, we can setup or tear-down tables and chairs for your event. This service must be arranged with a Celebrations! representative prior to your delivery or pickup.

All tent quotes and proposals require an onsite evaluation by a Celebrations! representative. At that time, we will evaluate the area for the appropriate sized tent and appropriate installation style. This is the best way that we can guarantee that you receive the appropriate sized tent and that the installation will run smoothly for your event. Please call our office to schedule a site inspection: (916) 773-2133.

If you experience any difficulties with items that you have rented with Celebrations!, we do provide 24-hour emergency assistance. Please call our office for our after-hours recording that will list a contact number for our on-call driver for that day.