

*Let Us Make  
Your Next Special  
Event Memorable*



*Weddings - Birthdays  
Celebrations  
Corporate Events*

## **Delivery & Pick Up Policy**

### **DELIVERY/PICK UP**

Delivery and Pick up are available to customer at an additional, reasonable price.

For a weekend event, we may deliver as early as Tuesday or Wednesday. If you are scheduled for a Friday delivery, we may call you at the beginning of the week and move the delivery day up a day or two, depending on workload and weather conditions. To find out when your order is scheduled for Delivery/Pick up, please call the day before the delivery/pick up date indicated on your invoice.

Pickups that are scheduled for Monday may be pushed back to a later date due to inclement weather or high workload. Your flexibility is greatly appreciated by our staff. Please keep in mind that rental equipment is in the customers responsibility from the time of delivery to the time of pick up.

Normal Delivery Prices represent the following requirements:

- Area is easily accessible to our trucks.
- Equipment is to be unloaded within 20 feet of the tailgate of the truck
  - All delivery equipment is dropped off in stacks as close to your requested area as can be reached with our delivery vehicle & is easily accessible on a walkway or path, according to prior submitted layout/directions sent by customer.
- Delivery location must be on the first floor
- Delivery must take place during normal business hours
  - 9:00am - 5:00pm Monday - Friday
  - 9:00am - 2:00pm Saturday

**Additional distances, steps, elevators, After Hours/Sunday/Holiday deliveries, etc., will be subject to additional charges.**

Set-up and tear down service for chairs and tables is available at an additional fee. If this service is requested, we must receive a layout/drawing at least 2 days prior to delivery.

### **PRIOR TO PICK UP OR RETURN**

Rental items including tables and chairs should be stacked in the same manner they were upon delivery. All cooking, beverage, and concession items should be cleaned and placed back in the containers they were delivered in. Linens should be dry and free of excess garbage to prevent mildew or staining. Additional charges may apply if restacking of items is necessary. Customer will pay replacement cost of linens if they have mildew or staining not removed during normal washing, as well as full replacement cost for any rental items or storage containers missing upon pick up.

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