OUR PROCESS

Brainstorming and Inspiration

Before contacting us, explore our website so you can look over the inventory we offer as well as diagrams for tent rentals. It is best to know the date and location of your event prior to contacting us.

Speak with an Event Specialist or Schedule A Showroom Appointment

We can't wait to hear your ideas you envision for your event! Contact an Event 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 important details of your event to make sure nothing gets overlooked and we will make suggestions to ensure your event is exactly the way you imagine it.

**Helpful Tip: Use our 'Prepare for Your Appointment with An Event Specialist' document our team has created to help during the planning process.*

Quote

After an Event Specialist receives all the information needed regarding your rental requests, our team will get started on creating a quote. The quote will include everything discussed and will be itemized. We are happy to make adjustments to the quote once you review it.

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

At this time, we are happy to do a layout design through our CAD program. There is a nonrefundable fee of $75 per design. The fee must be paid prior to creating the layout and includes two revisions.

Reserving the Rental

In order for the rental to be reserved, we need the following items:

- Signed Quote
  - Please make sure 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 the payment method you choose.
- 25% nonrefundable deposit or balance must be paid in full if it is within 30 days of the event

Updating & Fine Tuning

We understand 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 there is a change made.

Important Notice: Please make sure the delivery address listed on the Quote/Order Confirmation is correct.

30 Days Prior to the Event Date

- Full balance is due 30 days prior to 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 tent notification may be required based on the city, township, zip code or rental duration. If Hoosier Tent & Party Rental handles the permit and/or tent notification, there will be an additional fee for these services paid for by the customer.
- Tent permits are a customer's responsibility to determine if one is needed and/or obtain. All ees to be paid for by the customer

Two Weeks Prior to the Event Date

- Final order for linens is due.
- Reserved Tent Rental: Map for tent placement is required to be on file with Hoosier Tent & Party Rental.

One Week Out

- Final add-ons must be reserved prior to the trucks being loaded, which is typically the Mondy prior to the event date.
- Hoosier Tent & Party Rental contacts 811 to have utilities marked. The customer is responsible for marking septic, irrigation system and any lines past the meter.

Delivery

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

Our team will email you the Monday prior to your event regarding delivery. We will provide a four-hour window to guarantee delivery during our business hours. Morning deliveries will be from 9 AM – 1 PM and afternoon deliveries will be from 1 PM – 5 PM.

Our team will send a text message to the number(s) on file informing you that our team is on their way. Data rates may apply. You may opt out at any time.

Reminder: Specific delivery requests are required to be made prior to reserving a rental.

Pickup

Our crew will return for pickup on Monday or Tuesday with the exception of holidays and weekday reservations. If weather delays pickup, then our team will be in contact with you.

Prior to our crew arriving for pickup: Tables and/or chairs need to be stacked the same way they were upon delivery or you will be charged $4 per chair and $8 per table. All rental equipment must be cleaned prior to pickup or you will be charged accordingly.

Our team will send a text message to the number(s) on file informing you that our team is on their way. Data rates may apply. You may opt out at any time.

Customer Pickup and Return

We have specific pickup and return times to ensure at least one crew stays back to help load and/or unload. If items are not picked up and/or returned during the designated times listed, then an additional rental day(s) will be charged.

Pickup: Friday between 7 – 9 AM

Return: Monday between 7 – 9 AM

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 contact 317-272-9746 and follow the prompts to get in touch with a Hoosier Tent & Party Rental team member outside of business hours in case of an emergency.