



Q: Do you offer customer pick up of orders?

A: Yes, we do offer customer pick up. If you have any questions regarding what is allowed to be picked up, feel free to either email us or call our office.

Q: Can I make revisions to my order?

A: Yes, you are able to make revisions to your order up to one week prior to the date of your delivery date.

Q: What if I have concerns on whether a tent will fit in my location or not?

A: If interested in renting a tent from us and unsure about your location, we would be more than happy to send out a specialist that will be able to determine if a tent will work or not.

Q: Do you have an order minimum?

A: No, there is not an order minimum from Eventioneers.

Q: Will you deliver to my location?

A: Feel free to contact us whether we are able to deliver to your area. We will deliver to PA, OH, and WV and delivery cost is based on location.

Q: If I want my rentals delivered the day before my event, do I have to pay extra?

A: You will not need to pay extra to have your equipment delivered the day prior to your event as we want your event to run as smoothly as possible so you do not have to worry about anything on our end.

Q: What if a park or venue makes me have my rentals delivered and picked up the same day?

A: We are able to deliver and pick up the same day as your event. However, if it is after our hours, there will be an additional cost for post-event pickup.

Q: Do I need to clean the rentals before I return them?

A: No, most of our cleaning costs are built into our pricing. Excessive cleaning for products may result in an additional charge

Q: When renting dishware, glassware and stemware, how am I supposed to have them ready upon pick up/warehouse return?

A: All dishes must be scraped off and all dishware, glassware and stemware must be returned back to their correct crates. All silverware must be separated. Failing to do so may result in an additional charge.

Q: When renting chafing dishes, do I need to provide my own sternos?

A: We will provide enough sternos to last for six (6) hours of heat. Any additional sternos will be an extra charge.

Q: What should I do if I have an inflatable and am concerned about the weather?

A: We will go over instructions when we drop off an inflatable. If there are any further questions feel free to contact us at any time.

Q: If I am having a buffet style dinner, how many dishes should I order?

A: We recommend renting 1.5 plates for every person at your event. Having multiple courses may change these numbers.

Q: What should I do if I notice the anchor or footplate straps on my tent are becoming loose?

A: Please contact us immediately if you notice any straps or cables are loose on your tent as it is a safety concern for anyone under the tent and in the immediate surrounding area.