

FAQ'S

QUICK FAQ'S

- WE have made enquiries easy for you - fill out the online form with as much information as you can, don't worry if numbers are not yet confirmed, we can get started and adjust as we go. Please note the NAME you would like the quote/invoice in.
- WE have no minimum hire.
- WE allow three days per hire. – there are charges for extended hire, please ask our event hire specialists.
- WE can do a complimentary site visit to ensure your space will work with our marquees and can give you on the spot professional advice.
- WE cater for weddings; corporate events, parties; festivals; graduations, family events – if you have an event we can help! – of any size at just about any northern rivers location.
- WE service Far North Coast and Northern Rivers of NSW – We also travel to the Gold Coast.
- WE do require a non-refundable holding deposit to secure your booking.
- WE do not offer a set up service. We prefer to leave this to the creators!
- WE do not hold marquees in case of wet weather – without a secure booking.
- WE do not have marquees for pick up – all our marquees must be installed by our professional team.
- WE do place a refundable bond on the final order to cover any breakages and missing items. All breakages are payable by the hirer.
- WE will send the final invoice to you 2 weeks out from your date, this MUST be paid in full 7 days prior to your event. Payment preferred direct deposit (info on invoice). Credit card payments accepted 2% surcharge applicable.
- WE ask for your patience and flexibility when booking in delivery and collection days/times. We do our best to fit in with everyone's needs, sometimes, especially in peak wedding and event seasons this can be a little more challenging.
- WE ask, after use, items are rinsed free from food stuffs, linen is shaken, catering equipment is cleaned for collection or return of items.
- WE do our best to get quotes to you as soon as we can, but due to the nature of our business it can take up to 3-4 days to get a quote to you. Please consider this when asking for a quote, this includes glassware orders.
- WE will get your bond back to you as soon as possible, there are a lot of factors: return of items to the warehouse, either by pick up or drop off, wash up and count, then admin and processing. It can take up to a month to get your refundable bond back to you, especially in peak wedding and event season.
- WE are insured with public liability; We are happy to provide you with our certificate of currency, just ask!