THE Event ROOM

Lifelong memories start with us. ♡

RENTAL, SWEETS & APPAREL PROCESS

1 SUBMIT YOUR REQUEST

COMPLETE THE FORM(S) THAT APPLY

- **Rental Request Form** — For event rentals & décor
- *and/or*
- **Sweets or Candy Order Form** — For treats & candy tables
- *and/or*
- **Custom Apparel & Accessories Order Form** — For apparel & accessories

2 WE CONFIRM DETAILS

WE REACH OUT TO CONFIRM INVENTORY & ORDER DETAILS

We'll call you and follow up via email with a summary of what we discussed. You review and approve the details.

3 RECEIVE YOUR INVOICE

WE SEND A DETAILED INVOICE

Your invoice will include:

- Order details
- Itemized pricing
- Pick up, delivery, drop off or pick up details
- Total amount due

4 MAKE PAYMENT

YOU PAY THE INVOICE

Payment confirms your order and reserves your items.

5 SIGN AGREEMENTS & FINAL INVOICE

WE SEND YOUR AGREEMENT & FINAL INVOICE

You'll receive the appropriate form based on your order:

- Rental Agreement Form (for event rentals)
- Sweets/Candy Order Agreement (for sweets or candy tables)
- Apparel Order Agreement Form (for custom apparel & accessories)
- Final invoice

FOR RENTALS & SWEETS/CANDY ORDERS

Final payment is due 14 days before the event.

FOR APPAREL ORDERS

One invoice is provided and payment is due upfront.

6 PICK UP OR DELIVERY

EVENT DAY – RECEIVE YOUR ITEMS

You (or your designated representative) will sign a Delivery/Pick Up Acknowledgment Form when you receive your items.

7 RETURN ITEMS (RENTALS ONLY)

RETURN OR PICK UP OF ITEMS

You will sign the Acknowledgment Form again when items are returned or picked up.

8 INSPECTION & POTENTIAL FEES (RENTALS ONLY)

WE INSPECT THE ITEMS

You will be notified on the spot or within 24 hours if there is a cleaning fee or damage fee.

9 DISPUTE PERIOD (RENTALS ONLY)

YOU HAVE 48 HOURS TO DISPUTE

If you believe a charge is incorrect, you have 48 hours from the time of notice to dispute in writing.

10 CHARGES PROCESSED (RENTALS ONLY)

WE PROCESS THE CHARGE

After the 48-hour dispute period, any approved charges will be processed using the card on file.

RENTALS
SWEETS
APPAREL

BEAUTIFUL DETAILS
FOR EVERY OCCASION.

Thank you!