

Cancellation Policy:

All rentals require a 20% reservation fee to reserve. The final balance is due 24 hours before delivery day. If the rental is cancelled by the customer **before** 48 hours of the delivery day, a full refund will be given. If the cancellation occurs after 48 hours before delivery day, a raincheck in the amount already paid will be issued to use within 1 year.

Event King reserves the right to cancel your reservation for any unforeseen issues or bad weather forecasted. We keep a close eye on the weather forecast for your safety and our products. If Event King has to cancel your reservation within 24 hours before delivery for any unforeseen issues or inclement weather, a refund will be issued in the amount you paid, **OR** we can help you choose another day for the rental and apply your payment towards the new reservation.

Light passing rain will not prevent delivery, however, strong storms and high winds are a major safety concern that we cannot avoid and we may have to cancel or delay your reservation delivery.

Refunds or credits will not be given if delivery is delayed due to inclement weather.

Once an order is set up, we do not give refunds for any reason including weather.

Example: If we drop off at 10am and it rains from 2pm-4pm and the pickup is at 6pm, we will not offer any credit or refund because it rained for 2 hours during your party.