



LET'S BASH DEETS & FAQS

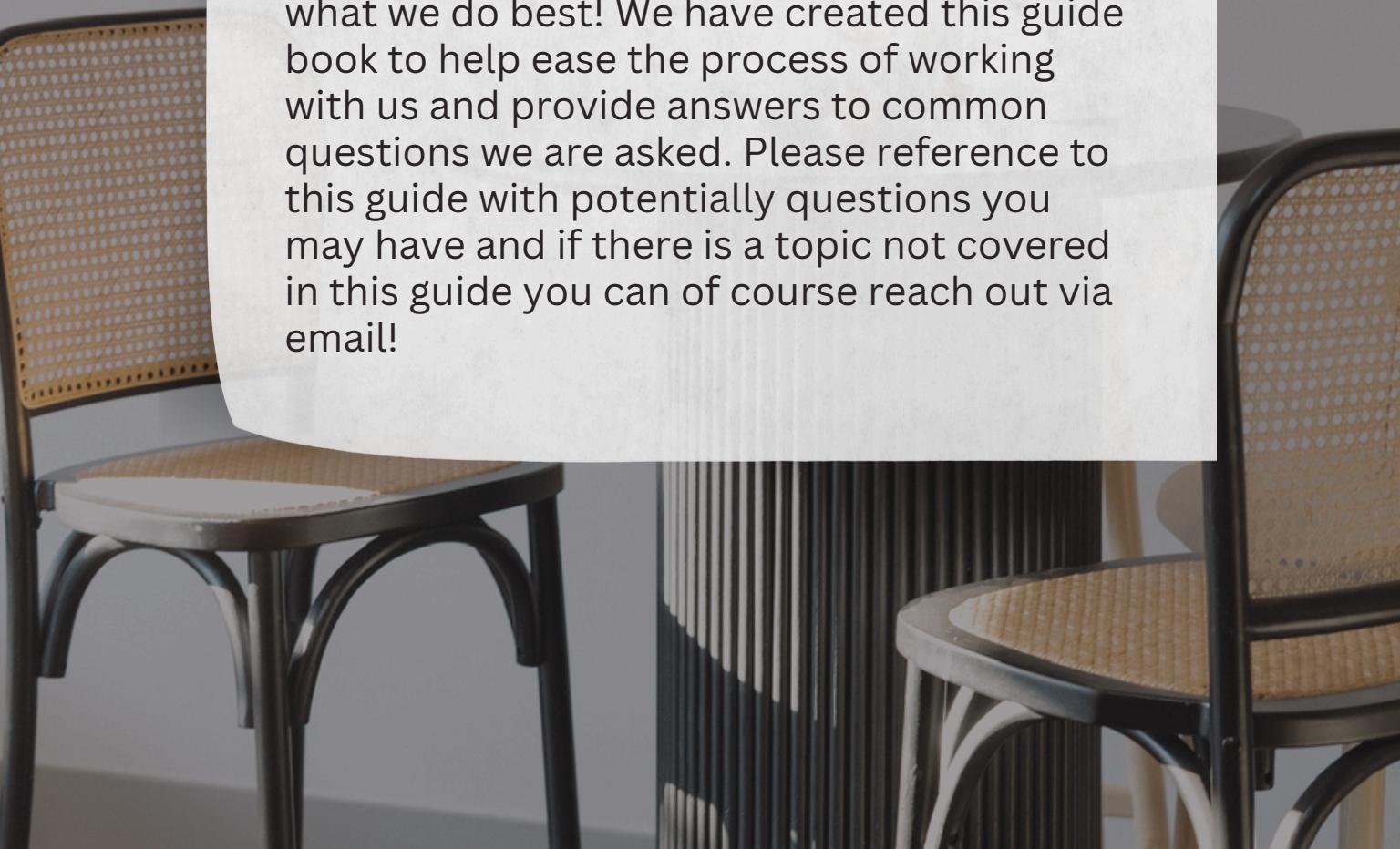
@letsbashevents



A GUIDE TO WORKING WITH LET'S BASH



We are SO excited & happy you decided to book Let's Bash for your event! It means the world to us that you trusted us with your important event. Whether you booked us for your wedding or a different type of event we want to make this process easy and stress free! You should feel like you can sit back and relax on our event day and let us handle what we do best! We have created this guide book to help ease the process of working with us and provide answers to common questions we are asked. Please reference to this guide with potentially questions you may have and if there is a topic not covered in this guide you can of course reach out via email!



HOW TO BOOK WITH US

Submit an inquiry

1

Using our email or website inquiry form, you will submit a list of rentals or services you are interested in using for your event. The more detailed, the better! Please be aware of our rental minimum before submitting a request.

Receive a proposal

2

If we have availability to take on your rentals, we will ensure we have enough information from you to create a detailed proposal and send it over for review. Please note that our response time for proposals can range from 2-4 days depending on the season and week.

Confirm your order

3

Once you have reviewed & accepted your proposal you will be sent a contract and deposit link. This is how you officially secure your date & items. All proposals expire within 1 week, so we encourage clients to sign and pay their deposit within 2 days of receiving.

Sit back & relax

4

Now that you have secured your rentals, you can relax! But if you have questions or concerns about our process, you can refer to this Let's Bash guide to help navigate potential questions you have and even take a look at our tips and tricks page for recommendations

RENTAL MINIMUMS & TRAVEL FEES



*The Rental Minimum must be met before taxes, fees, and delivery cost.
Travel cost will be based on order size, scope, and distance.*

ADDED FEES

STAIR & ELEVATOR SURCHARGE

A Surcharge will be applied if your event space is only accessible via elevator or stairwell. Please note, elevator dimensions must be submitted to Let's Bash for approval prior to delivery. Excess stairs or insufficient delivery accessibility are subject to this surcharge as these factors change our scope of delivery, team size and puts out rental items in jeopardy of damage. Clients can be charged this fee after the event if upon arrival to event day unforeseen factors were not disclosed ahead of time. This surcharge can range from \$100.00-\$500.00 based on how extreme the delivery circumstances are.

FLIP FEES & ADDITIONAL MOVEMENTS

Do you need to transform your ceremony space into the reception space during cocktail hour? Are you reusing your ceremony chairs for your reception and need extra help moving furniture in a tight window? We can make it happen! Our Let's Bash team will return at a given window of time to move and flip rentals to desired location. Please note that Let's Bash will only move items that belong to us and not other vendor's items. All items that a client would like to be flipped must be confirmed ahead of time by the LB team and must only be moved by the LB team unless granted specific permission. See contract for more details. Flip fees start at \$200.00 and are determined by the scope of the flip, the distance of the movements and the timeframe given for said movements.

LATE ACCESS TO VENUE

A charge will be assessed when a space is not ready for load-in and/or load-out at the agreed upon delivery and/or pickup window. If our delivery team must wait onsite to access the space, a fee of \$50 will be assessed for every 15 minutes the team is required to wait. See contract for details.

LATE NIGHT FEE

If your event ends after 10:00pm we charge a late night fee that increases based on how much later your event ends. Late night fees start at \$150.00. Your proposal will show this fee if it effects your event.

CLEANING FEES

Rental orders that have glassware, plateware and silverware are subject to cleaning fees that are based on quantities. Cleaning fees begin at \$50.00.

RENTAL POLICES

INCLEMENT WEATHER

*Our rentals can be placed outside during your event. However, we require all of our clients to have a rain plan in place where either our rentals will be brought inside or placed under a tent with sidewalls and flooring in the case of inclement weather. Our delivery team will not place rentals outside if inclement weather is forecasted. *Please note, our rentals cannot be left outside uncovered overnight – they must be either brought inside or covered by a tent with sidewalls to prevent rain, mud, morning dew, and/or pollen from damaging our rentals. Items cannot be tarped without a tent. Clients who don't follow our guidelines outlined in contract face potential damage fines.*

ACCESS TIME

Upon our arrival to event site, we require the venue is accessible and ready for rentals to be placed. Excess wait times may lead to a fee.

DAY OF CONTACT

To make things seamless on event days, we ask all our clients provide us with a day of contact for the event and this person is who we can refer to if our team has questions about the placement of rentals and other logistics that may come up. This could be a trusted family member, wedding/event planner or coordinator or a venue coordinator. This person must know the bare minimum details about your rental order.

SITE MAP

For most rental orders we require clients or planners to provide a site map or mockup for where rentals will be getting setup at event site. This makes it easy for our team to navigate the venue on event day and helps us maximize our time on site. Providing site maps prior to event day also gives us the chance to review and point out any potential issues with placement of items. Such as stairs, tight paths, or dimension logistics.

RENTAL POLICES

MOVEMENT OF ITEMS

Upon arrival on event day, our team will setup rentals in desired location either based on site map or being told by client or day of contact. Once placed and approved by day of contact, rental items cannot be moved. All movements must be made by the Let's Bash team and not by venue staff, client, guests or any other unauthorized people. In some cases, we will allow clients to move items without LB team, but this requires permission from our team. When our team returns for pickup and sees that items have been substantially moved from original location, the client will face a fine from breaching our contract.

END OF NIGHT PACK UP

Rental items such as plates, silverware and glassware that are delivered in specific crates and containers, MUST be repacked in original carriers by the end of the event. These items must be repacked in the correct crates to ensure items don't break and fit the way they are intended to. If our team has to finish re-crating items that were not put away or track down these items when they return to pickup, then the client may face a fine for breach of contract. Clients can also face a fine if crates or tubs that are intended for LB items are misplaced, lost or damaged. Best practices to avoid this issue is to review your packing plan with venue staff, catering staff, wedding/event coordinator or day of contact prior to event day to ensure someone is taking charge of repacking items.

Please discuss bussing protocol with your event or catering staff prior to event day to ensure that plates are scraped fully before re-crating. If rentals are returned with excessive food still on plates, you may face a \$150 cleaning fee

CONTRACT & PAYMENTS

All clients are required to sign our rental contract and pay their deposit and final invoices by due dates. Clients who do not follow this policy face the potentially of having their order dropped. All payments must be made through our invoicing system by credit card or AHC transfer. We do not accept payments by cash, check or other payment platforms. Please note clients who choose to pay with credit card will be charged a 3% processing fee.

FREQUENTLY ASKED QUESTIONS

Am I able to change my order after I sign a contract and pay a deposit?

Yes, you can adjust your order after signing a contract. If you'd like to add items or adjust quantities after booking you are able to do so as long as there is availability. The closer to your event day you get, the likelihood of items being booked is higher, so act fast when you want to add to your order! If you are in need of removing items from your order, you may do so as long as your rental order total does not hit lower than 75% of your original order.

Can I change the quantities of my order if my guest count changes?

Yes! You can totally change the quantities of your order once you know your final guest count and needs. We do require final numbers by 14 days out from event day. Once final numbers are confirmed 2-weeks out from event, they cannot change.

When do I pay my final balance for my event? Should I expect a invoice sent to my email? Do you accept cash as payment method?

About 2-weeks out from your event day, we will send you your remaining invoice via email. There will be a link to pay the remaining balance. We prefer that clients pay invoices using ACH transfer, but if you need to use credit card we can add to your invoice the 3% processing fee. Once you receive your invoice you have until your due date stated on the invoice to pay in full. If payment is not taken care of by due date, you face the potential of your order being dropped. We do not accept any forms of payments by cash, check or other payment platforms.

How much is the rental deposit?

Deposit amounts are based on specific orders. You will pay 10% of your rental order as a deposit. We only take two payments for orders, your deposit and your final remaining balance. We do not accept installments.

FREQUENTLY ASKED QUESTIONS

Do you setup all my rentals on event day?

We setup most rentals that we provide such as chairs, lounges, tables, cocktail table, and bars. Rentals that we do not setup or pack up at your event are our small-ware items such as, glassware, plates, and silverware. Place-setting items are simply dropped off and not set by our LB team. You will need to designate someone to setup and repack these items at your event.

Can I add a chair flip after I sign my contract?

Yes, you can add on any type of flip after signing your contract, as long as we state we have availability to do so. Flips are granted on a first -come first-serve basis, so please reach out as soon as you know you need flip services. Flip fees will depend on a few factors. For more details on flips, check out the “police” page.

What if I need to cancel my order?

A minimum of 90 days notice is required to cancel a reservation with no fines. Any payments that have been made are final and there are no refunds. If you cancel your event or need to cancel your rental order after the 90 day grace period, you will be responsible for paying 50% of your remaining order balance. If you need to cancel your rental order 14 days or less from your event date, you are responsible for paying your remaining balance in full per the contract.

What happens if I experience breakage of rentals during my evnt?

Rentals that are missing must be returned to LB within 72 hours of the event. If they are missing beyond 72 hours, the client will be billed 5x the rental cost to replace each missing item. If items are returned damaged or broken, the client will face a repair or replace fee based on what the item is. We understand that things happen and events can get wild, just keep in mind that the items we rent are items we care about and would like to keep protected if possible.