

Cancellation & No-Show Policies

Due to a large increase of last-minute cancellations and no-show bookings, we have been forced to implement new Policies regarding rental bookings. Although, we wish we did not have to do this to our customers, our livelihood depends on you.

Thank you for Understanding!

Cancellations & No-shows:

Any cancellation for any rental requires a MINIMUM of 24 hours' notice.

- ▽ If you cancel within the 24-hour window leading up to your reservation, the minimum rate scale will be applied to your account. We know that sometime life happens, so as a courtesy half of the rental fees billed to you at that time will be credited as an instore credit for future rentals, this credit has no options for refund.

- ▽ If you fail to show up OR call, the total cost of your scheduled services will be applied to your account. Again, as a courtesy, though we apply the full rental period to your account. We STILL will offer half of the Minimum rate rental fees as an instore credit for future rentals, and again this credit has no options for refund.

Repeat Offenders:

If you consistently cancel within the 24-hour period leading up to your reservations, we operate on a **3-strike** system. Once you've used all your chances you will only be able to make same day reservations and if the equipment you are requesting is not available that day you will be placed on a cancellation wait list. The cancellation wait list is not a guaranteed rental list and we call in order of whomever called first.