



We would like to sincerely thank you for your patronage, and we want to assure your satisfaction on this and every order you place with us.

We have included a complete summary of your confirmed order. Should you have any questions, need to make any changes, or notice any discrepancies on your order, please contact us right away.

Please keep in mind that when you confirm your order, we reserve our rental inventory for your special event. It will not be available for any other customer, on the date of your event, unless you indicate otherwise. Please refer to our cancellation policy below if you need to cancel part, or all, of your order once it's confirmed.

Cancellation Policy

- Herriott's requires a **50% non-refundable deposit** to reserve orders.
- Herriott's requires a **100% non-refundable deposit** on any special order rentals.
- Entire orders cancelled within 14 calendar days of pickup or delivery will be subject to a 100% cancellation charge of the entire invoice.
- Reduction in numbers of individual rental items may be requested in writing 15 days or more prior to pickup or delivery.
- Reduction in numbers of individual rental items requested within 14 calendar days of pickup or delivery will be charged a restocking fee of 100% of the rental items being reduced.
- Final payment of entire invoice is due 14 days prior to pickup or delivery. Reservation will be cancelled in the event of non-payment.
- For qualifying refunds, if you paid by credit card the 3% credit card fee will be retained. Credit card refunds are given by check only.

Transfer Policy

- If you need to move your reservation to another date, we do that one time as a courtesy as long as it is done **15 days** prior to the arrival date.
- If we are unable to setup your tent due to extreme weather, you may transfer your reservation to a date within one year of originally scheduled event, if the item(s) and date are available.

We can be reached by phone at (217) 356-9713 or by email at rental@herriotts.com.

Good luck with your event!