

# IMPORTANT INFO RE: DELIVERY & PICKUP

**Our normal & least expensive Delivery / Pickup is Standard ANYTIME Curbside.** Curbside includes deliveries to commercial docks, residential garages, or driveways. **ANYTIME Curbside/Dock Deliveries/Pickups are made at OUR CONVENIENCE** during normal business hours (Mon-Fri) between 8am and 5pm (because we're able to create the most efficient route of ALL the days' deliveries). During busy season (June & September) ANYTIME can be later - up to 7:PM.

If you need a phone call, SPECIFIC time, or it's on a weekend, before or after hours, or holiday weekend additional charges will apply.

## **IF YOU NEED A SHORTER WINDOW OF TIME & ARRANGED AN ANYTIME STANDARD DELIVERY / PICKUP YOU CAN:**

- Give us a call on BOTH the day of delivery & pick up after 8:30am, to inquire about approximate arrival times. We'll have Route Sheets posted & can give you a shorter window of time (typically a 2-3-hour window).
- We will NOT give you a call – our delivery staff only calls on arrival & **you** should already BE THERE

## **IF YOU NEED A SHORTER WINDOW OF TIME & ARE WILLING TO PAY EXTRA:**

- You can PRE-ARRANGE a specific time (we load trucks & create our delivery routes the DAY BEFORE your delivery/pickup, so we need to know at least 30 hours prior to the Delivery Date)
- If you provide ALL time restrictions at time of Reservation you'll save both you & our staff UNWANTED SURPRISES!
- The smaller the window of time the more it will cost
- We typically require a minimum 2-3-hour window – there are extra fees if additional staff & vehicles are required when there are limited or exact time requests. Provide ALL time restrictions at time of Reservation!
- Drivers are not expected to make phone calls until arrival – if you need a phone call prior to arrival additional fees will apply
- Call with date, time, & location DETAILS to get a price quote if you cannot accommodate an ANYTIME delivery or pickup

## **IF LOCATION IS A VENUE (business, event center, church, party room, park, etc) YOU MUST:**

- Find out what their hours are for **BOTH** the Delivery & Pickup dates
- VERIFY with the venue that it's ok for equipment to arrive as early as 8:AM (or whatever is PRE-arranged)
- VERIFY with the venue that equipment will be secure & it's ok to keep on property until 5:PM (or whatever is PRE-arranged)
- Provide an on-site contact name & phone number
- VERIFY our staff will not encounter any elevators, stairs, or have to carry a long distance (additional fees would apply)

**WHAT ABOUT STAIRS, ELEVATORS, & OTHER OBSTACLES?** Unless you specify otherwise & in advance, all deliveries & pickups are curbside, to a dock, garage, to immediate entrance of first floor locations, or outside areas that our trucks can easily access. We charge fees for long carries, non-curbside, non-1st floor, inside home, backyards, stairs, hills, etc. If we arrive to deliver or pickup & encounter stairs or limited access that were not communicated when the order was confirmed, or if no one is present at the event location, our Drivers will call the office for instructions on how to proceed. Customers will be responsible for any additional charges necessary to address the situation including but not limited to wait time fees.

There are EXTRA CHARGES if delivery or pickup:

- Location is to a **backyard**
- Has multiple **doors**
- Is in excess of **100 ft** of delivery vehicle
- Is other than ground **level** (hills, fences, gates, elevator, or stairs)
- Is **inside a home** there will be level charges if there are more than 3-4 outside entry steps. It's important to note that OSHA requires footwear at all times **SHOES WILL NOT BE REMOVED** (if arranged in advance booties may be used).
- If Broadway Staff has to **WAIT**: for someone to arrive on location, someone to figure out where equipment is or is going, etc. **KNOW WHERE EQUIPMENT'S GOING & HAVE AREA & EQUIPMENT PREPARED PRIOR TO OUR ARRIVAL!**
- Requires extra handling beyond the building entrance, or if equipment is not stacked and ready for pick up
- Is arranged for less than 24 hours in advance (this is because we load & create routes the day before)
- Call with these SPECIFIC DETAILS to get a Delivery quote for your location!

Our delivery staffs instructed to stack items in a mutually convenient place on delivery (preferably at building entrance closest to the back of delivery vehicle).

On pickup, all items should be in same condition and location when our staff returns to pick up. Items must be folded, stacked, everything dry, clean, repacked in same containers & ready to go in same convenient place as delivery. Customers will be charged additionally for wait times, extra pickups, & for items not ready at pre-arranged time. Setup & takedown services are available for additional charges.

If you're not going to be on site for delivery (or pickup) we ask customers to call our office as soon as possible so delivery personnel will know where to leave (or pickup) equipment. Please provide ALL time restrictions at time of Reservation!

## Things that help deliveries go more efficiently (PICKUP TOO):

- Provide location details & a finished Layout PRIOR to delivery (prefer at least 3 days)
- Have the site ready & clear BEFORE arrival of Broadway Staff
- Have site free of others trying to setup or takedown at the same time
- Have only one main contact person providing direction & have them readily available
- Tell us in advance ALL time restraints. For an additional fee if the setup or takedown time is limited making it difficult for the normal number of staff to accomplish it in, you can pre-arrange a 'Limited Time' delivery &/or pick up where we double or triple the number of staff sent.
- Arrange for & communicate ALL details for BOTH delivery & pickup – it is not only about getting the equipment TO your event – it involves RETURNING the equipment as well.
- If there are HALLWAYS? How many DOORS?
- If there are STAIRS? How many? TURNS in the stairs?
- Is there a LOADING DOCK?
- Do we need to use an ELEVATOR? Is it a freight elevator? We need measurements for the elevator door & interior! Can the elevator be stopped for the entire delivery?
- If it's a place of business what are the business HOURS for BOTH delivery & pickup?
- For winter weather – parking lots, sidewalks, & driveway must be cleared in advance of our arrival.
- If the address provided is incorrect, the delivery may be late & be charged extra – VERIFY the address on your Reservation & MAKE SURE IT'S ACCURATE!
- Check & COUNT ALL equipment on Delivery – because the equipment will be your responsibility!
- Do you want equipment SETUP or TAKEN DOWN? If yes please provide a detailed diagram. Setup & takedown services for equipment is available but for scheduling purposes must be prearranged!

## **Broadway Party & Tent Rental**

**8101 Ashton Ave NE, Fridley, MN 55432 763-208-1357**

We have an On-Call Driver "for EMERGENCIES with Equipment currently in your possession"

It is NOT to add equipment or place an order: 612-642-1357

[www.BroadwayPartyRental.com](http://www.BroadwayPartyRental.com)

*"Visit our website & FAQ for more detailed information including Instruction Sheets!"*