

Early Guaranteed Delivery Policy

Standard Overnight Service

Our most popular standard overnight service can be guaranteed by 3:00 pm at no additional charge. That means that for events starting at 3:00 pm or later will be delivered between 8:00 am and 1 hour prior to the agreed upon start time of the party.

Early Guaranteed Overnight Service

If your party starts earlier than 3:00 pm we can prioritize your event and provide early guaranteed delivery. This means that your party starts earlier than 3:00 pm and goes all night. The fee for this service is \$10/hour for each hour prior to 3:00 pm.

24 Hour Upgrade

If your party starts early in the morning, and it goes all day and night, we can arrange early morning delivery, or we can deliver the day prior. Early morning delivery is billed at \$10/hour for each hour prior to 3:00 pm. Delivery the day prior is \$50.

Why charge extra for just a few short hours?

As a delivery service, we must coordinate schedules based on geography, employee availability, traffic, and other factors. We must have enough time to deliver all our machines prior to the agreed upon start time of an event. When we agree to an early setup time, your event is placed earlier on the queue of deliveries for the day. We will prioritize your event even though this may result in additional expense or labor on our part. This oftentimes means that instead of being able to group events in a sensible way, we need to arrange the schedule to prioritize the delivery of a specific event above all other factors. We charge a small fee to prioritize the event and get it setup earlier in the schedule.

But you've delivered early before, and didn't charge extra?

Our standard service is guaranteed by 3:00 pm with delivery between 8:00 am and 2:00 pm. The start time is not the same as the setup time. Setups occur prior to the start time. Most events are delivered early. However, in order to promise that the machine will be delivered early, we charge extra. This is called "Early Guaranteed Delivery". As an industry this policy is a fantastic value. Our very sensible rate of \$10/hour sure beats the cost of hiring a live DJ at \$100/hour or more.

What if my event is only in the Morning, or the Afternoon?

We do have morning and afternoon-only packages with same day pickup at either 1 or 5pm. Please contact us with the specifics of your event and we will check availability.