

## HOW WE OPERATE

First, we at Sun and Fun Floss politely decline answering any texts to do our business. Please phone for personal attention 6 days a week, or email.

### **DELIVERY AND PICK-UP**

We can offer delivery of your rentals for a fee. We also offer customer pick-up/return from us in Rosebud, near freeway entrance, 7 days by appointment. We loan a trailer if needed. Prior to booking, if you advise the street address of the event, we can quote the delivery cost and/or pick-up.

Note that last minute requests for delivery may result in driver unavailability.

The driver is contracted as a Part Time delivery man. We make bookings with him for the delivery jobs. He does not go through the boxes or equipment to check off your returns on the spot, and process a cash refund. He is just a delivery man.

The delivery man is not expected to search for someone on arrival at large premises, or wait around if people are too busy. He needs to drop off, get a rental agreement signed, and go.

If the driver is held up on arrival, due to person/s not being ready to receive the rentals at reception desk, or loading dock, or other agreed location, further costs may apply. This also applies to goods being packed up and ready to go with the driver when he arrives at designated pick-up time.

Note that we don't offer delivery or pick-up service after hours ie not before 9 am and not after 5 pm.

### **BOOKINGS**

When you confirm, by email, that you wish to book a rental, please advise your full name, home address, event address if different from home address, and mobile phone number. Please also advise the start and end times of your event.

If the booking is on behalf of someone else eg your employer, please advise the name the invoice should be made to.

Then we will send an invoice, with the payment details.

### **PAYMENT**

We require invoices to be paid before the event date. We don't accept credit cards nor COD payments, unless by special arrangement.

### **REFUNDABLE BOND**

We ask for a refundable bond, normally \$50 - \$100, which is refunded online within 48 hours after rentals are returned to base. It will be convenient if you advise your bank details for the refund in your booking email. (to save us sending an email to ask you after rentals are returned.)