



## FREQUENTLY ASKED QUESTIONS FOR EVENT RENTALS

### **Do you offer wedding packages?**

At Massive, we believe that each wedding should be unique and tailored to your individual requirements. Accordingly, we do not have standard wedding packages but can offer assistance based on our extensive experience. If you email us with the items you are looking for we will be very happy to help.

### **I can't find the fabric or colour I want on your website - does that mean I can't get it?**

Definitely not! We would be happy to source the fabric locally or from overseas and import it for you. Please note that this does incur an additional cost.

### **I only want to rent the party items for 8 hours or less. Is it possible to have these items charged only for that period?**

All the prices shown for Party Rental are for 24 hours' rental and this is our shortest rental period for these items.

### **I am putting on a charity event. Can Massive donate some items?**

Massive supports several charities and non-profit groups throughout the year and on an annual basis, including Cayman Hospice Care, Cystic Fibrosis Trust, The National Gallery, The Cancer Society and the various Rotary Clubs just to name just a few. We know there are so many worthwhile causes in Cayman, and we would love to offer discounts or donations to all but unfortunately we cannot. Therefore if you would like to be considered please email us at [info@massivegroup.com](mailto:info@massivegroup.com) with the dates, your requirements, along with details of the event and of the relevant charity and we will see what can do.

### **What are your opening times and do you deliver and collect outside of these times?**

The rental department is open from 8am-5pm Monday-Saturday. We can still deliver and collect outside of the store's operating hours. This does incur an additional charge and is dependent on the delivery location and items rented.

### **I am throwing a party but have no idea what I need! Can you help?**

Our experienced staff would be very happy to help. Just pop in and tell them what kind of party you are having and they will gladly make suggestions and show you the appropriate rental items.

**I can't find what I am looking for on your website - does that mean you don't have it?**

Sometimes we can all miss things, so it could be listed under a different section or even an unusual name. Give us a call and our experienced staff will be happy to double check the system for you. If we don't have what you are looking for we will make suggestions for someone who does!

**You are closed on Sundays and Public Holidays - does that mean I can't rent items over that period, or will be charged more?**

We know that parties over the weekend are often the biggest and best! You can pick up items or have them delivered on the Saturday and then have them collected or drop them back to us on the Monday for just a one day rental charge. Just because we are closed doesn't mean **you** should have to pay more! This is the same for **most** public holidays; you pick up or arrange delivery the day before the public holiday and arrange collection or drop off the day after.

**What happens if I go over my rental period?**

Even the best laid plans can sometimes go wrong, so if this happens just give us a call. We would be happy to extend the item's rental period by another day, so long as no-one else has reserved it.

**Do you charge for delivery and collection?**

We do charge for our delivery costs (unless you are renting one of our framed tents). The cost dependent on the delivery location and the items ordered.

**I want to rent items for a week or more - do I get a discount?**

We have special weekly rates that we can offer. Please inquire when contacting us to make a booking.

**I am having a party and I am not sure what would go best. Can someone come to my house and give me suggestions?**

We would be happy to come to your location during our normal operating hours for a C\$25 call out fee and give you suggestions on what items would be most appropriate and where they would fit best at your location.

**I have made a large order with a collection on a Saturday and I would like to get some of the items before then. Is that possible?**

We don't usually do this as it stops other people renting those items, but this is your big event and because we treat each party and event individually we will try our best to accommodate.