

the
EVENT
EXPERIENCE

COMPANY

Thank you for your order!

To assist you in preparing to pick up the items you have reserved we have prepared a list of information for you. If you have any questions, please call us at 309-661-6500.

1. Business hours are Monday to Friday 9:00A to 5:00P and Saturday 9:00A to 12:00N.
Closed the following Holidays
 - i. New Year's Eve & Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve & Day
 - ii. For these dates, items would be due back the next business day.
2. Please consider the vehicle you are bringing to transport the items you are renting. Pick up trucks, SUV's and van's are best, if you are only getting a few small items a car may be adequate. If you have any questions about vehicle size for your order, please call us at 309-661-6500.
3. During event season, May to October, we will have a high volume of traffic Friday, Saturday, and Monday. Please allow extra time for your order to be processed and loaded during these times. Busiest times for will call pick ups are at open, lunch time, and at the end of the day. If you can come mid morning or mid afternoon it may expedite your process.
4. If you are pressed for time, you can also pre-pay for your order over the phone with credit card. Call our showroom at 309-661-6500 if you would like to pre-pay.
5. Google maps does not provide correct driving directions to our location. Please see the map below for specific instructions to our location.



making memories