

Frequently Asked Questions

- **Is there a minimum order?:**
No minimums at Main Event! You can order as much or as little as you need.
- **Is it per day? and what about GST?**
GST is included in all prices quoted. Hire is for 4 days and extended hire options are available.
- **Can I change my order?**
We understand you need some flexibility and therefore allow changes to your order up to 7 days prior to your hire date without charge.
You can add items to your order, right up till it leaves the warehouse (subject to availability)
Items removed from the order within 7 days of the hire date will incur a cancellation fee.
Please refer to the MEH Cancellation Policy on your Hire Agreement.
- **Do I have to pay a deposit?**
All orders placed more than 7 days prior to hire date require a 20% deposit to confirm the order.
- **Do I need to pay a Bond?**
All hires require a credit card to be held as Bond with \$200 pre-authorised funds. If a credit card isn't your preferred method of Bond, a \$200 Bond will be included in your hire total, and refunded upon completion of hire once breakage, cleaning, and damages have been assessed. The Bond will be refunded in accordance with the Hire Agreement and/or the credit card provided will be charged or an invoice issued for any additional charges.
- **Can I pay the balance after my hire?**
All hires are paid in full prior to items being dispatched.
- **Does Delivery include Set up?**
No, however Setup and Pack down can be arranged. To setup and pack down, we need to allow more time for you and will need to discuss the needs and requirements of your event and venue. Delivery includes unloading goods to weather protected area within 15m of the delivery parking point. Should you have extended delivery requirements (eg. Stairs, or unloading to a location further than 15m from parking location) please let us know and we'll make arrangements to meet your requirements.
- **I have to be out of my venue at midnight, can MEH help?**
We are available 24/7 to assist with the needs of your event. After Hours surcharges apply to cover penalty rates, however you can rely on us to be there on time no matter how early or late you need us.

*We're here to help make your event hire a simple and efficient process!
Please call our office on 9457 6556 or email 24/7 on info@maineventhire.com.au*

*Visit www.maineventhire.com.au to download the full catalogue of items
It includes pricing and dimensions to help with your planning*