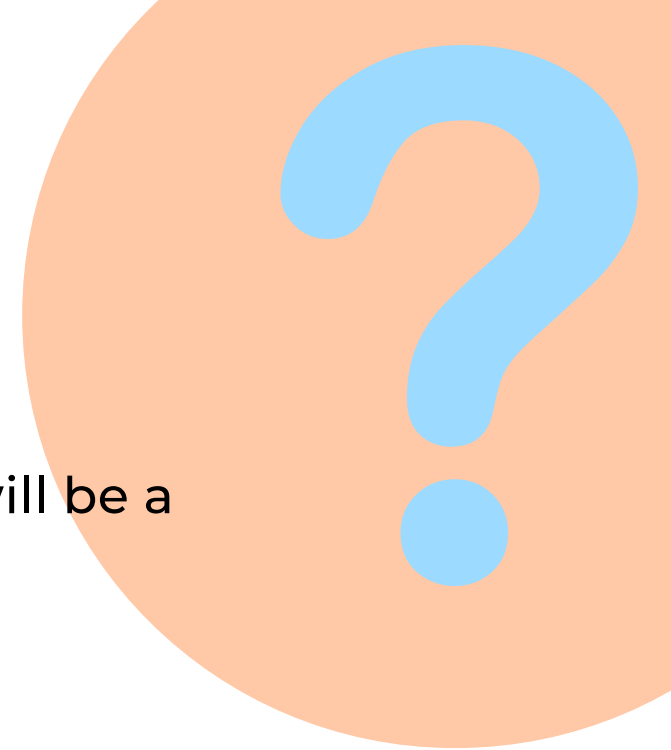


Frequently Asked Questions



Is there a delivery fee?

Free delivery within 20 mile radius , however there will be a travel fee outside of 20 miles.

Is there a booking fee?

Yes, there is a \$100.00 non-refundable booking fee due at time of booking. The remainder of the party balance is due at least one week before your sleepover date.

\$100 rush fee for parties booked under 7 days

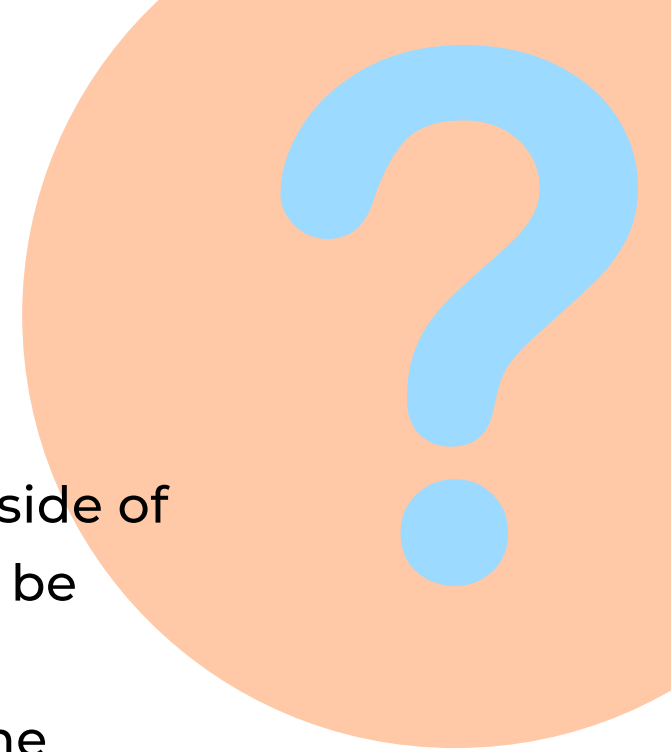
Full refund up to three days after booking Only

How long does it take to setup?

We recommend allowing our team 60 -90 minutes to make your event extraordinary.

Someone over the age of 18 must be present for delivery and pick up

Frequently Asked Questions



Where can I hold my event?

Events can be held in location of your choosing. If outside of your home if applicable, approval and/or permit must be provided upon request. Double check their party and occupancy rules, as we do not issue refunds if ReDefine Celebrations is not allowed to set up.

How much space is needed for a party?

It would depend on your party package

What if an item is lost or damaged?

We understand stuff happens. Especially when kids are involved. If an item is lost or damage, we will notify you and you will be charge the retail price for its replacement

We do not move any furniture and ReDefine Celebrations LLC will not be liable for any damages done to the space.

Frequently Asked Questions



How are items cleaned?

Our customers health and safety is our number one priority. We follow vigorous cleaning after each event. All surfaces are thoroughly disinfected with CDC approved cleaning agents after each use. All lines are laundered after each event

How often are supplies cleaned?

All mattresses are sanitized, and all bedding and fabric is washed day of pickup. All sheets are washed with sensitive and fragrance-free washing liquid.

What is the Age Limit?

We recommend children ages 5 years and older including teenagers and adults