

Frequently Asked Questions

When are we open?

Our *Wedding and Event Rental Office Hours* for our Morton and Peoria locations are Monday-Friday between 8am-5pm, and Saturdays 8am-1pm.

Our *Tool and Equipment Rental Office Hours* for our Morton and Peoria locations are Monday-Saturday between 7:30am- 5pm.

What are the rental rates or time frames?

Depending on the item, we offer 2-hour, 4-hour/ half-day, and 24-hour/ full-day, weekly, and monthly rates. Rates and time frames vary between wedding and event rentals vs tool and equipment rentals, please see more information under the rental period category in our general policies.

How do I get a quote?

You can request a quote by email, phone, or on our website. When sending over your request, please identify the specific items, quantities, and dates needed. Make any notes for specialty items or requests, such as delivery location.

When do I need to make a reservation?

We recommend that you make a reservation as soon as possible. Early booking helps us to guarantee all your items are available. For smaller events, we suggest booking 2-4 weeks ahead, and for larger events, we suggest booking 6-12 months ahead.

For tools and equipment rentals, we recommend reserving equipment up to 7-days in advance. However, we welcome walk-ins on a first-come, first-serve basis.

How do I make a reservation?

You may place an order in person or by email or phone. Orders may be placed Monday through Saturday during business hours. We require a non-refundable 25% deposit to secure your items.

Tools and equipment rentals do not require a deposit.

What are your payment policies?

We accept Cash, Check, VISA, Discover, MasterCard, and American Express. A 25% deposit will be due at the time of reserving the items, and is non-refundable. Full payment will be required 7-days prior to your event date. Both wedding and events and tools and equipment departments require a state issued photo I.D. or a valid driver's license for all rentals. Please see general policies for more information regarding refunds and account receivable customers.

Tools and equipment rentals do not require a deposit. Full payment is required when the tool or equipment is picked up by the customer or delivered. A valid driver's license is required for all towed equipment.

Do we offer any discounts?

To help give back to our communities we do extend up to a 10% discount for non-profit organizations. To receive this discount, the organization must complete the donation application at least 30-days prior to your event date and have it approved by Morton Rentals/Peoria Rentals personnel. If an invoice is required, a credit application will also need to be completed. You can find the donation application under the resources tab on either location's website. <http://www.mortonrentals.com/>

What is the damage waiver?

The damage waiver is an added service that is automatically calculated at the bottom of each contract. It is optional, but must be made prior to receiving any equipment through customer pickup or scheduled delivery. The damage waiver covers accidental damage and standard wear on equipment items while in your possession, it does not cover damage resulting from misuse or neglect. It is NOT insurance. The damage waiver is non-refundable. Please see more information and specific examples under our general policies.

Tools and equipment rentals: The damage waiver is required on all contracts, unless the customer shows proof of insurance that covers rental items. The customer is responsible to provide this information from their insurance company.

Damage waiver is not available for trailers, tires, and accessory items (power cords, hoses, wrenches, etc.).

Can I pick up the rental items?

We offer customer pickup Monday-Saturday during business hours. Certain items may require delivery by one of our rental specialists.

How far do you deliver?

We are located in Central Illinois with locations in Morton and Peoria, but serve areas in the Midwest. Call or email one of our rental specialists for delivery rates.

How do I arrange an on-site visit?

Site visits may be arranged by contacting one of our rental specialists. The site visit allows us to determine what size tent you may need, along with any other suggestions we can provide. A non-refundable fee will be required for an on-site visit. Please ask one of our event specialists for pricing. We prefer to schedule these visits at least 2-weeks in advance.

Do you offer event set up and tear down?

Yes, we offer event set up and tear down on particular items for an additional cost, please see our general policies for more information.

Tools and equipment rentals do not offer any setup or teardown, or on-site equipment operation.

What is your change policy?

We strongly recommend that final counts are provided 2 weeks prior to a customer's event (+/- 15% of the original quantity). Special order or sub-rental items are non-refundable. All quantities and payments must be finalized 7-days prior to your event. Any changes made after the 7-day period could incur an extra fee. See more information under our general policies.

Tools and equipment rentals do allow items and quantities to be changed up the time of customer pickup or delivery, if the quantity and items needed are available.

What is your cancellation policy?

Any cancellations after a reservation has been made will cause you to lose your 25% deposit. Cancellations less than 7-days prior to the scheduled delivery or pickup time will incur the full rental amount.

Tools and equipment rentals can be canceled at any time without penalty, but we would prefer as much notice as possible, so we can that item to other tool customers.

What is your rain/ weather policy?

If a cancellation is needed for bad weather or rain, you have 24-hours prior to your scheduled delivery or customer pickup time to cancel and only forfeit the 25% deposit. We will provide the option to reschedule for another date if it is for the same item, within 1 year from the date of the cancelled rental, and if the item is available. Same applies if Morton Rentals/ Peoria Rentals makes the decision that it is unsafe to deliver and setup the items.

Tools and equipment rentals can be cancelled due to inclement weather any time before the equipment is scheduled to be picked up by customer or delivered without penalty. Once picked up or delivered, the tool/equipment rental period must be returned and the price reduced to actual time used, but no less than the minimum rental period for the tool/equipment.