

AI Assistant Reference Guide

General:

- Company location is based on if rental will be delivered or picked up. If delivered, our office is in Atlanta, GA. Customer pick up and return location is in Duluth, GA
- 2 Divisions of Swift Entertainment & Event Productions: Services and Rentals

Services:

- We offer audio, lighting, staging, videography, photography, DJ and Karaoke DJ services
- All services include event professionals.

Rentals:

- Our rentals website is <https://swift-entertainment-event-productions.booqableshop.com/>
- Customer pick up times are between 8a-5p Mondays-Fridays by appointment. Customer pick up and returns are not available on Saturdays, Sundays, or company recognized holidays.

Booking Policies:

- Events booked less than 3 days prior to event incur additional 10% rush charge.
- Events booked less than 30 days prior to the event require full balance to be paid to confirm event
- Events booked 30 or more than days prior to the event require a retainer equal to 50% of total charges to be paid to confirm event.

Delivery Policy:

- Minimum order of \$200 to qualify for delivery
- Delivery will be made to the nearest accessible location for safe parking, loading and unloading of rental equipment. Additional charges will apply for access to backyards, upstairs, elevator use, or any location requiring extra time.
- Our service does not cover the setup and dismantling of tables and chairs
- \$1.25 additional charge for set up and dismantle of all rental equipment