Party Time - Booking Guide

How to hire event equipment from Party Time on www.partytime.co.za, step by step with pictures

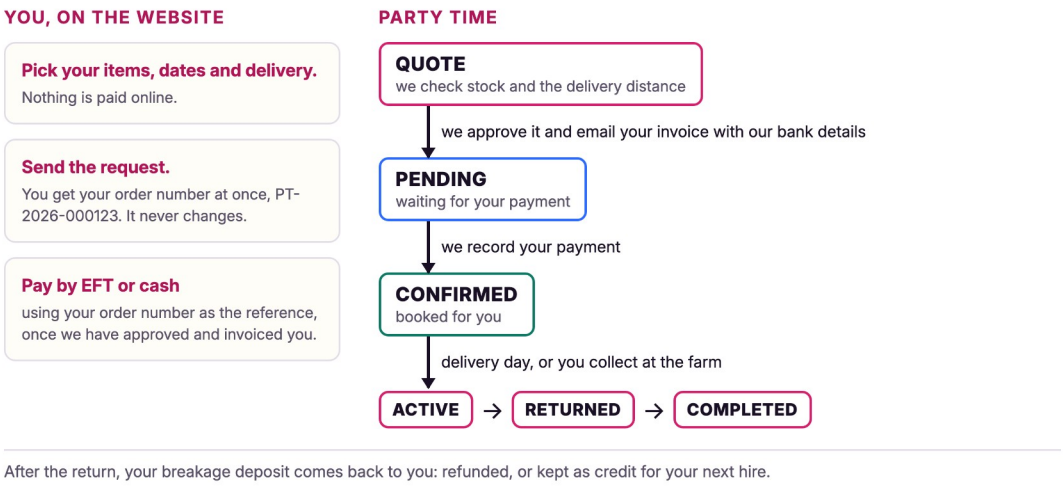
For our customers: everything from finding an item to getting your deposit back, in twelve short chapters.

Version 1.3, November 2026. Every screenshot was taken from the website between 21 September and 7 November 2026. The figures quoted (R10.50 per km over 4 legs with a 5 km minimum, R210.00 at least; R12.00 per km for events in 2027; a 10% refundable breakage deposit, a 3-day cancellation cut-off, a 1-day change cut-off, a 15-minute quote hold) are the values on 1 October 2026; the website always shows the live figure, and the website is right.

All names and addresses in this guide are fictitious examples, in the pictures and in the writing. So are the totals worked out in its examples (a delivery of 10 km, say): they show how a price is built. The rates and cut-offs quoted above are the live values on 1 October 2026.

The one picture to remember

You send us a request, we approve it and invoice you, you pay with your order number as the reference, and the equipment is booked.



How hiring from Party Time works

Your **order number** (PT-2026-000123) is given to you the moment you send a request. It never changes, it is on every document and email, and it is the reference you pay with.

How to reach us

- **Phone or WhatsApp: 082 901 4044**
- **Email: info@partytime.co.za**
- Office hours Monday to Friday, 08:00 to 17:00; Saturdays, Sundays, public holidays and after hours by appointment only.
- Gelukshoop Farm, Bonnievale. Collection Monday to Friday, 08:00 to 17:00; Saturdays, Sundays, public holidays and after hours by appointment only.

Every chapter ends with the same line, so you always know where to turn.

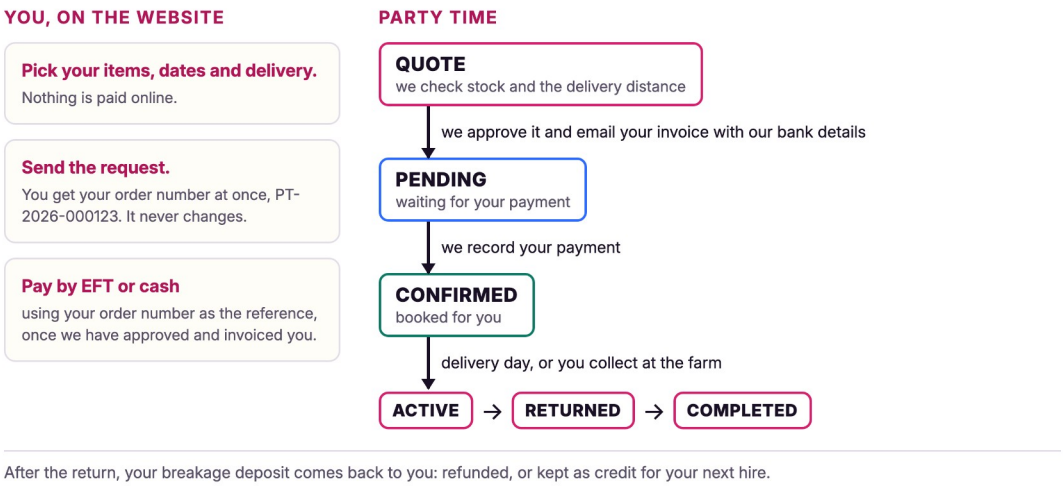
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Chapter 1 - How hiring from Party Time works

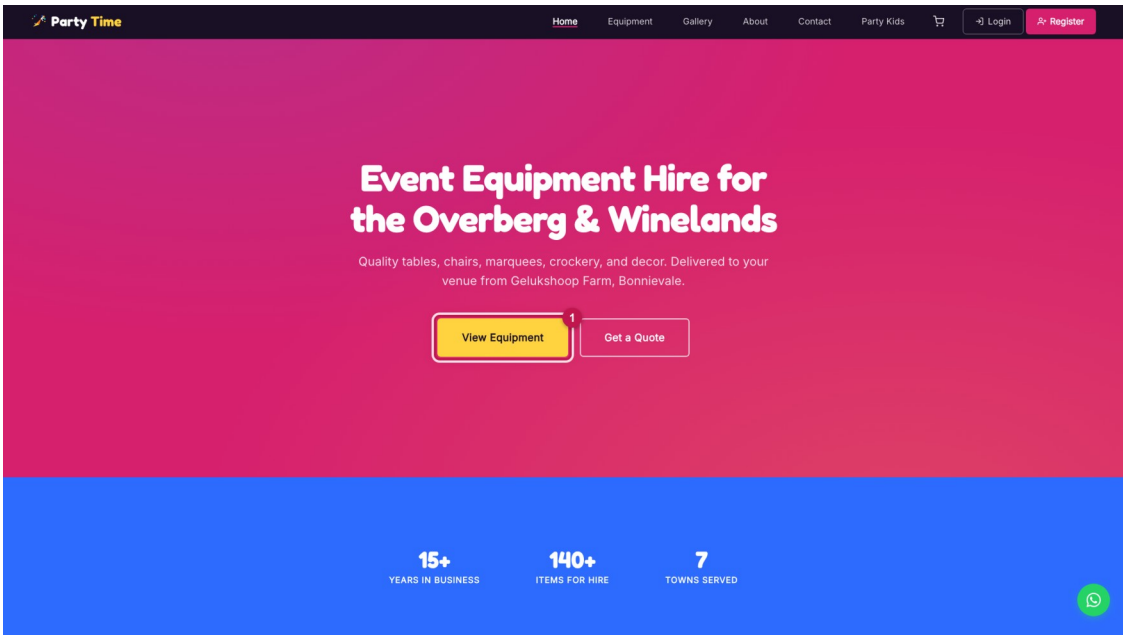
When you use this: before your first booking, so you know what the website will ask of you and what happens after you press the button.

Party Time hires out event equipment from Gelukshoop Farm, Bonnievale: tables, chairs, linen, crockery, tents and much more. You choose what you need on the website, tell us when and where, and send us a quote request. Nothing is paid online. Here is the whole journey in one picture:



How hiring from Party Time works

1. Open **www.partytime.co.za**. The home page shows what we hire out; click **View Equipment** (1) to start browsing, or use the menu at the top of every page.



The home page and the View Equipment button

2. The one thing to remember: **your order number**. Every request gets a number that looks like **PT-2026-000123** the moment you send it. It never changes, whatever happens to the order afterwards. It is printed on every document and every email we send you, it is the reference you use when you pay, and it is the first thing to quote when you phone us. The quote and invoice numbers on our documents can change if your order changes; the order number cannot.

3. A request is not a booking yet. It only becomes a firm booking once we have approved it and you have paid. Until then the website shows it as **Awaiting Confirmation**.

4. You do not need an account to send a request. An account lets you follow your bookings, download your documents and change or cancel a booking yourself (chapter 7).

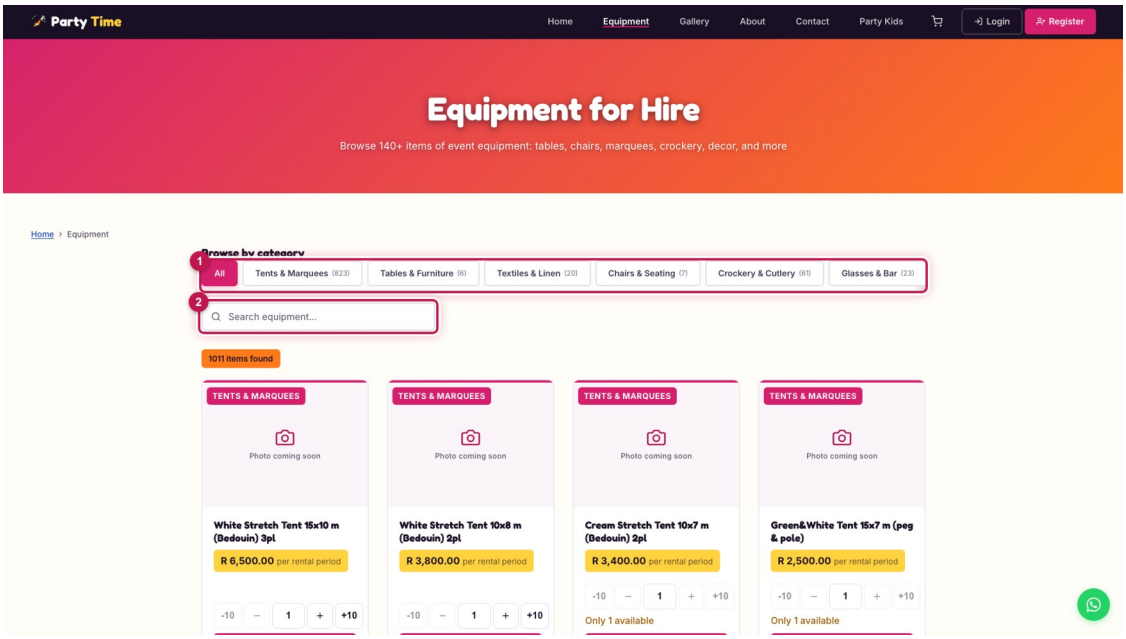
If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 2 - Finding what you need

When you use this: when you are looking through what Party Time hires out and putting together your list.

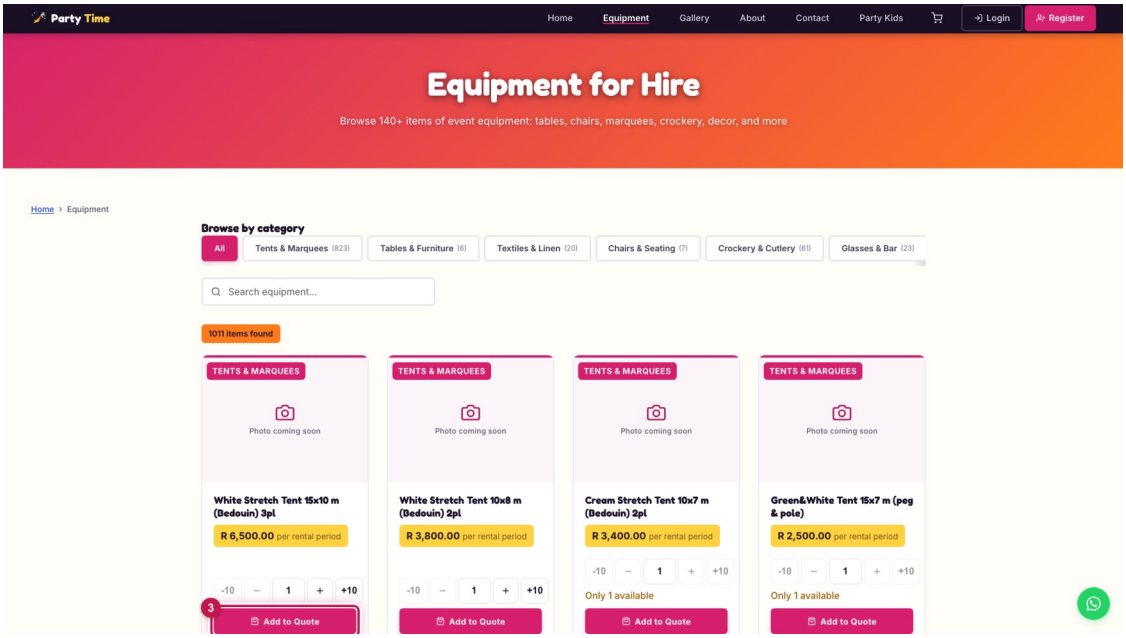
1. Click **Equipment** in the menu (or **View Equipment** on the home page). The page is headed **Equipment for Hire**. Under **Browse by category** (1) the buttons narrow the list to one kind of item, such as tables, seating or linen; click the same button again to see everything.

2. To look for one thing, type into the **Search equipment…** box (2) and the list narrows as you type. The cross in the box clears the search.



The equipment page: categories and the search box

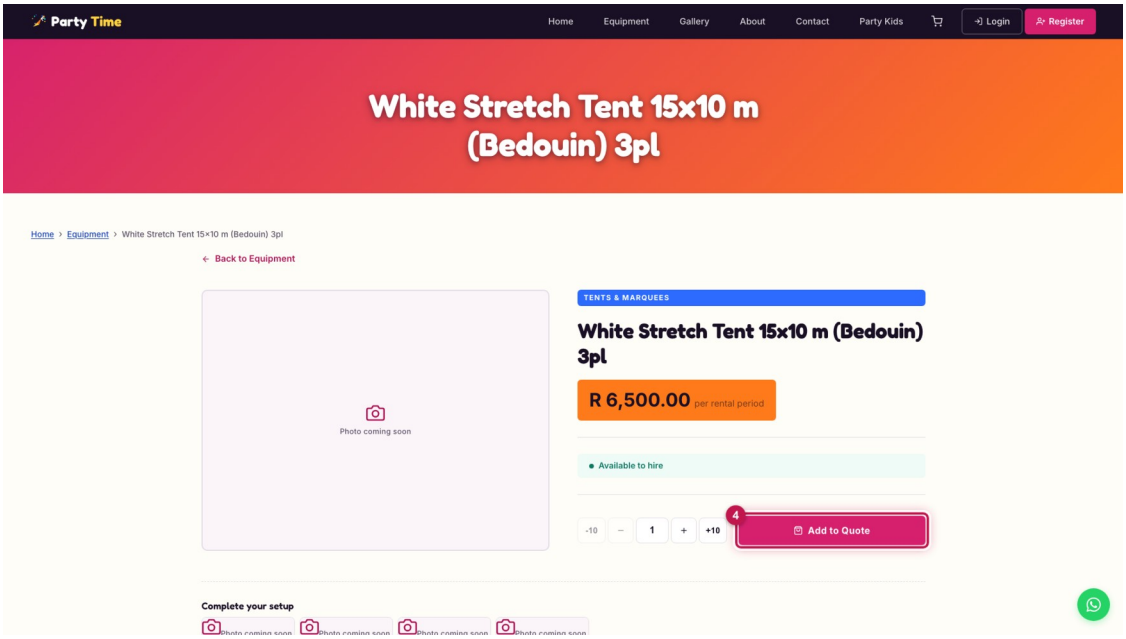
3. Every card shows the item, its price **per rental period** (one hire period, chapter 4), a quantity box with **-** and **+** buttons (**-10** and **+10** jump by ten), and an **Add to Quote** button (3). Set how many you need, then click **Add to Quote** on the card and the item goes straight into your quote basket; the basket icon at the top of the page counts up. A short message at the bottom of the screen confirms the item was added to your quote and carries a **View quote** button that opens your basket.



Add to Quote on a card

4. Click the item’s name or picture to open its own page. Here you see more pictures, the description, and where we have them the **Dimensions**, **Weight** and **Colour**. A green

Available to hire line means we stock it; **Not available to hire** means it is on the site for information only. **Add to Quote** (4) here works exactly the same as on the card.



An item's own page

5. Do not worry about quantities yet, and do not worry about dates: you set both in the next steps, and the website only checks availability once it knows your dates.

6. Cannot find something? We regularly source items we do not list. Phone us before you give up.

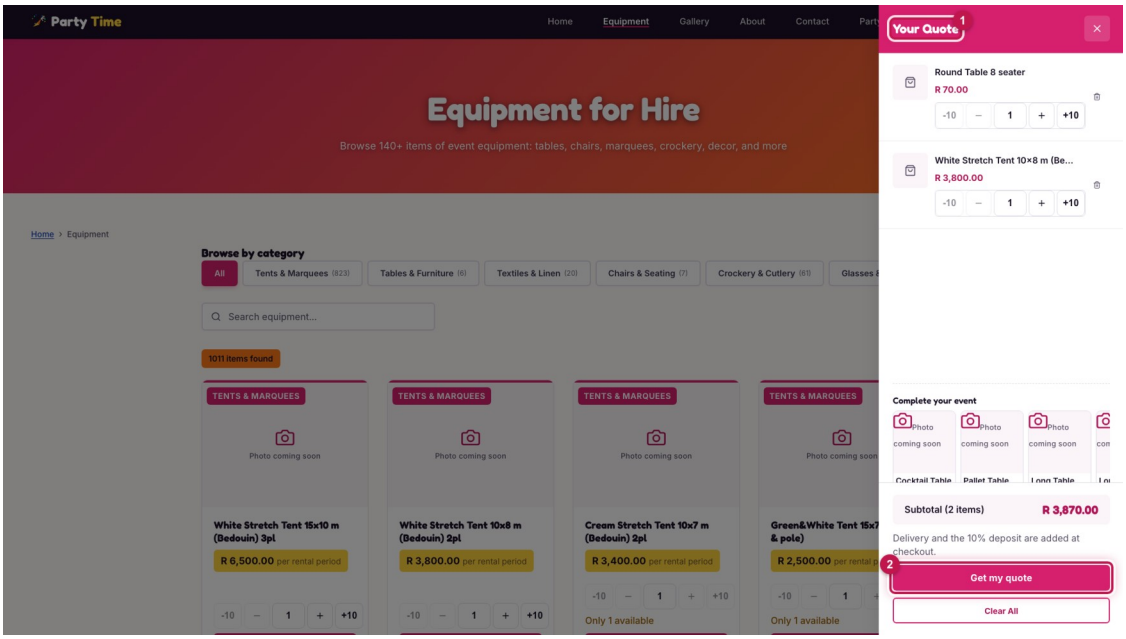
If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 3 - Your quote basket

When you use this: once you have added a few items and want to check your list before you tell us the dates.

1. Click the basket icon at the top right of any page (it shows how many items you have). A panel headed **Your Quote** (1) slides open from the side; in the picture it covers the icon you clicked.

2. Each line shows the item, its price per rental period and the quantity. Use the **+** and **-** buttons to change how many you need; the double buttons jump by ten at a time. The cross on a line removes that item. **Clear All** empties the basket. When you are happy, click **Get my quote** (2) to begin the five-step booking. Under the list a note says that delivery and the refundable deposit are added at checkout, so the figure in the basket is the hire only.



The Your Quote panel with Get my quote

3. Your basket is kept in your browser on this device, so you can close the page and come back later. If you log in to your account, the basket comes with you.

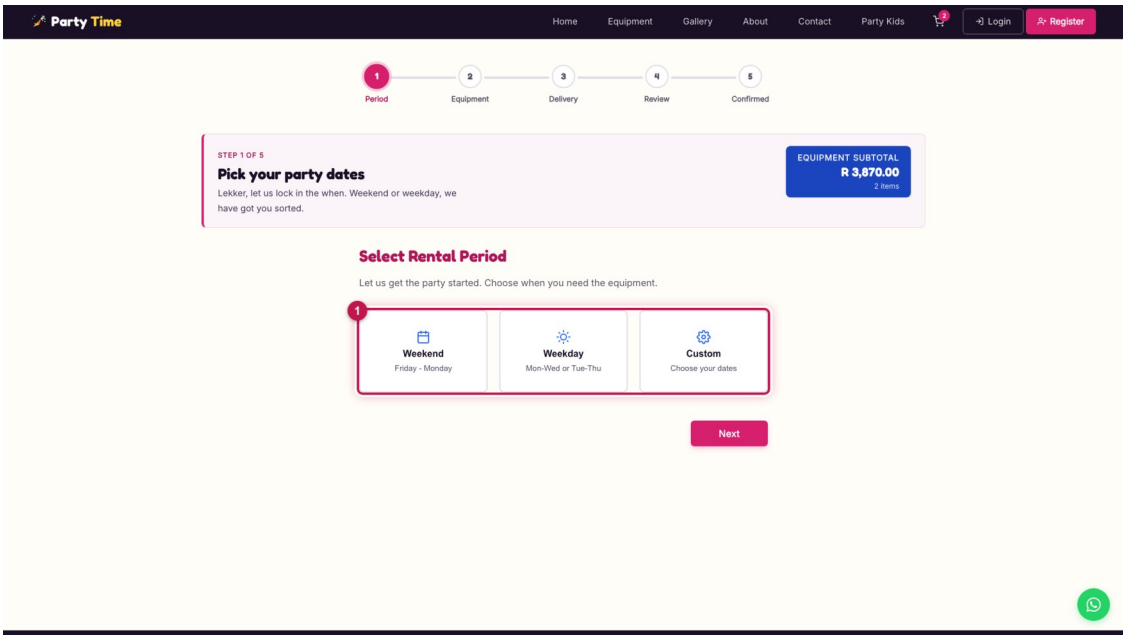
4. The basket is a wish list, not a reservation. Nothing is held for you until we approve your request and you pay.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 4 - Step 1: pick your dates

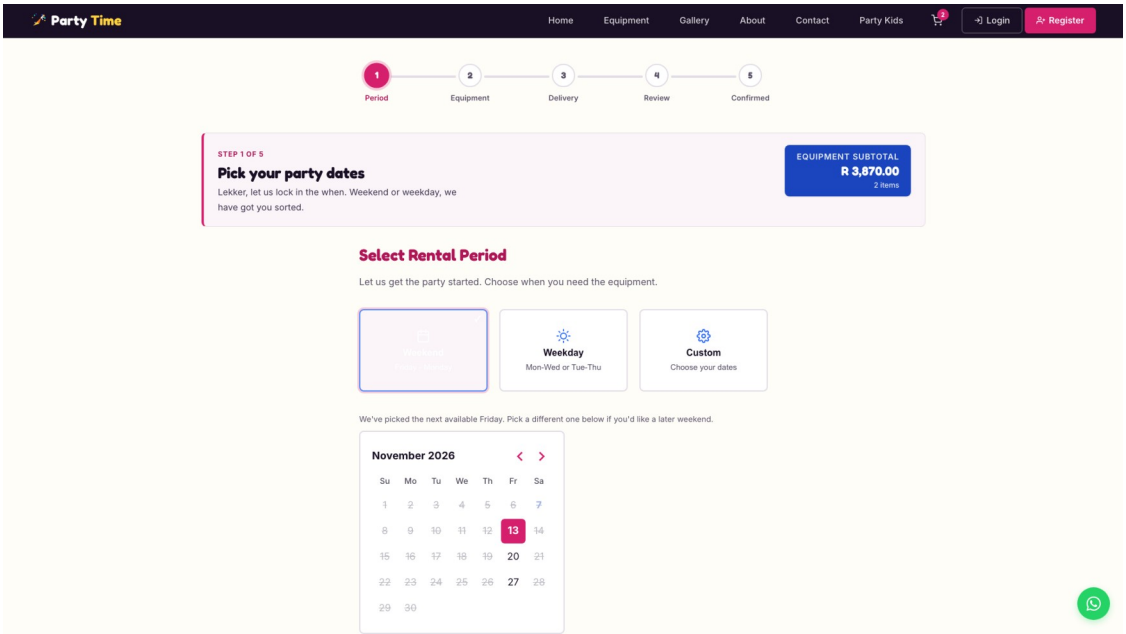
When you use this: the first of the five booking steps, headed **Pick your party dates**.

1. Choose how long you need the equipment. There are three cards (1): **Weekend** (Friday to Monday), **Weekday** (Monday to Wednesday or Tuesday to Thursday) and **Custom** (choose your own dates). A weekend or weekday hire is one hire period, charged at the flat price you saw on the cards, even if you only use the items for one day of it.



The three period types

2. For **Weekend** the calendar has the next available Friday picked for you; click a different Friday if you want a later weekend. For **Weekday** click the Monday or Tuesday your hire should start. For **Custom** click your start day and then your end day on the calendar; the website tells you how many hire periods that adds up to. Greyed-out days are in the past or fall on one of our blackout dates, when we do not hire out. **Start Date** and **End Date** fill in below the calendar. Click **Next** (2).



A weekend picked, ready for Next

3. One rule to know: if an item is already booked, it cannot go out again on the day it comes back, because we need a day to check and clean it. So if someone else's hire ends on the

Monday, the earliest yours can start is the Tuesday. If the dates you want show as unavailable and your event is still some way off, phone us anyway; we often hire in extra stock for busy weekends.

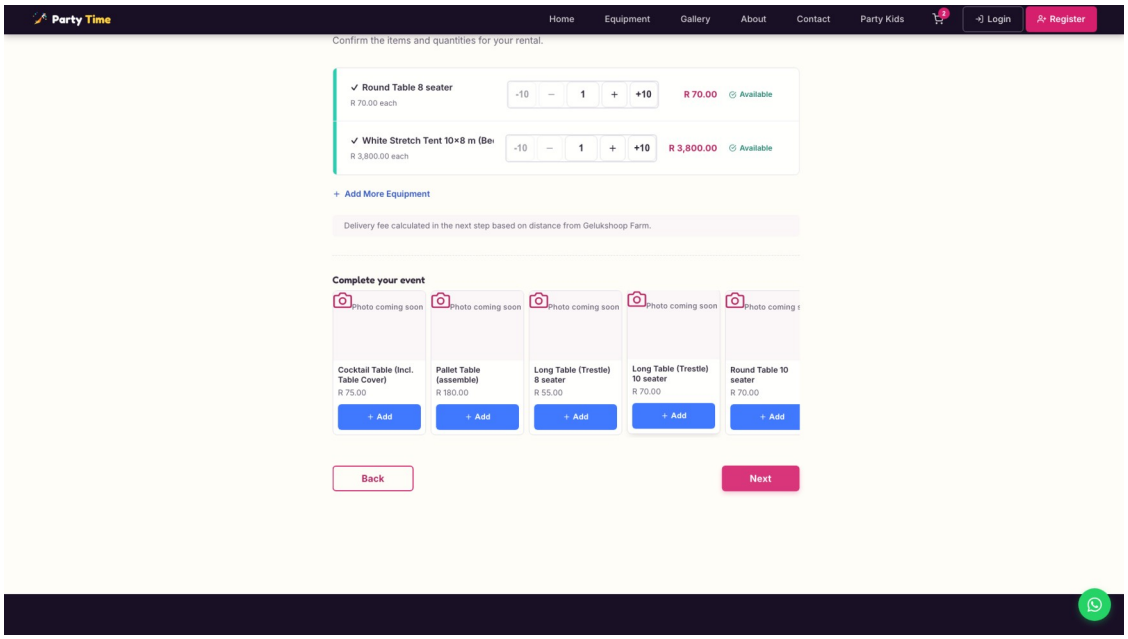
4. A very long custom range may be more than the website can quote on its own. It will say so; phone us and we will quote it by hand.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 5 - Steps 2 and 3: your items, delivery or collection

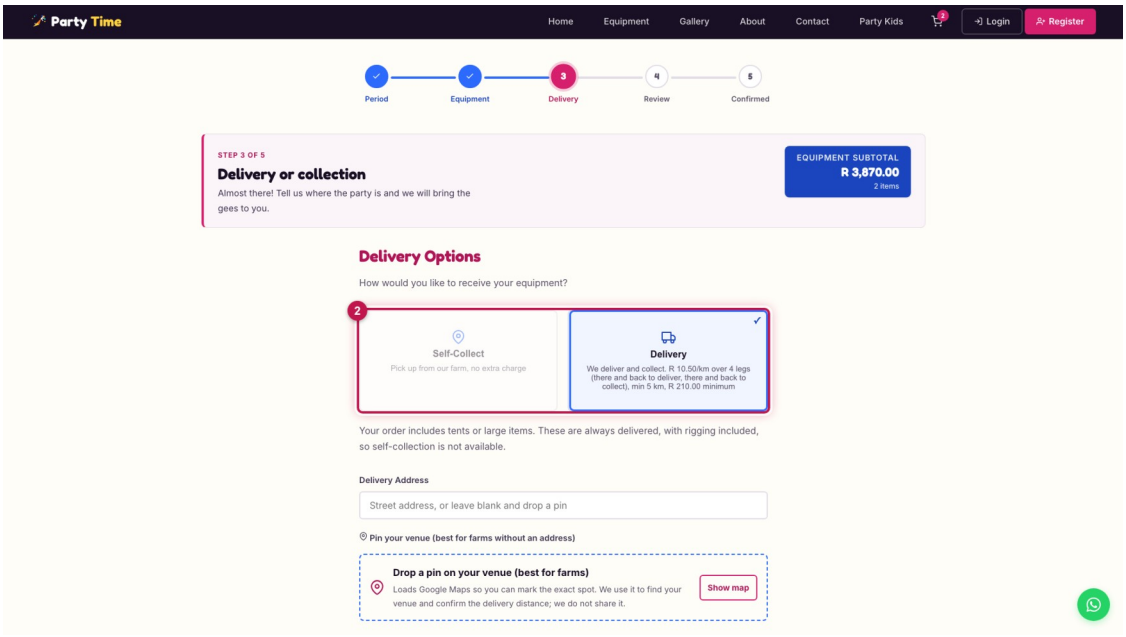
When you use this: the second and third booking steps, headed **Load up the fun** and **Delivery or collection**.

1. Step 2 shows every item in your basket with its quantity, now checked against your dates. Next to each item you see **Available**, or **Only 4 left for your dates** if we do not have enough, or **Fully booked for these dates**. Change the quantities here if you need to; you can also carry on and we will confirm before your order is finalised, at no extra cost to you, whether we can source the extra stock. Click **Next**.



Your items, checked against your dates

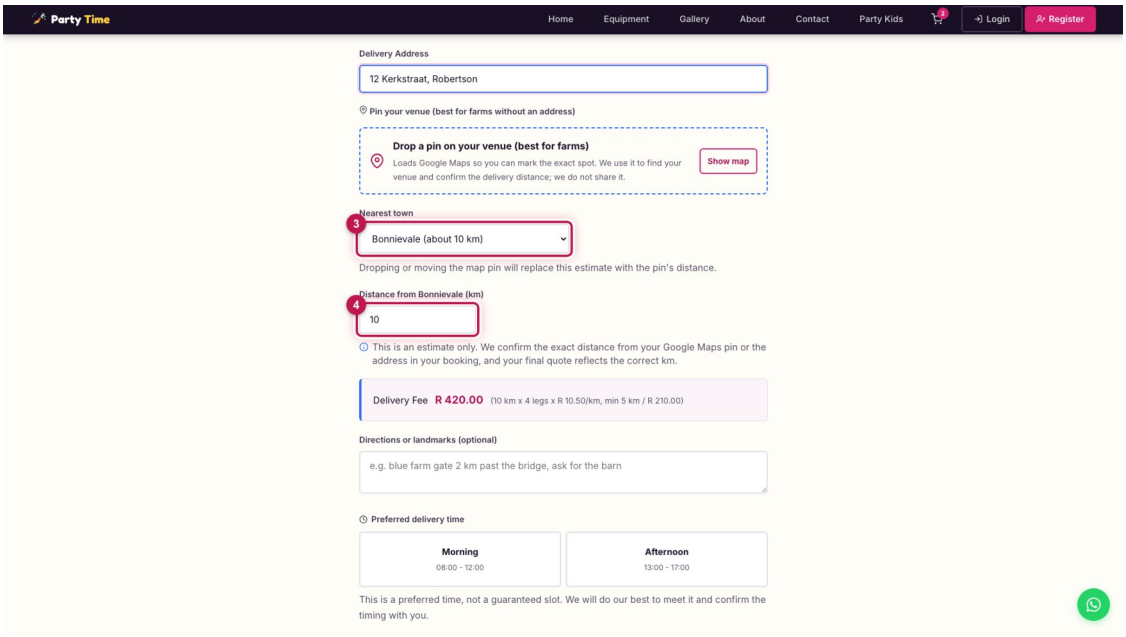
2. Step 3 asks **How would you like to receive your equipment?** (2) Choose **Self-Collect** (pick up from our farm, no extra charge) or **Delivery** (we deliver and collect).



Delivery Options: Self-Collect or Delivery

3. If you chose **Delivery**, type your **Delivery Address**, or click **Show map** and drop a pin on your venue (best for farms without an address). Then pick your **Nearest town** (3) from the list; the website uses it to estimate the distance from Bonnievale.

4. The **Distance from Bonnievale (km)** box (4) fills in from the town, and you can correct it. The **Delivery Fee** is worked out on the spot: the distance x 4 legs x the rate per km (we drive out and back to deliver, and out and back to collect), with a minimum of 5 km. On the day this guide was written that was R10.50 per km, so the minimum delivery fee was R210.00. Events dated in 2027 are charged R12.00 per km (a minimum of R240.00), and the website shows the rate for the date you chose; it always shows the live figure. This is an estimate only. We confirm the exact distance from your address or map pin, and your final quote reflects the correct kilometres. Under the address you can add **Directions or landmarks (optional)**, such as which farm gate to use. Then choose your preferred **Morning** (08:00 - 12:00) or **Afternoon** (13:00 - 17:00) delivery time, and the same for collection. These are preferred times, not guaranteed slots; we do our best to meet them and confirm the timing with you. Click **Next**. Once your quote has been approved, the distance, address and delivery type are locked online (chapter 8).



The delivery form: town, distance and fee

5. If you chose **Self-Collect**, you collect from **Gelukshoop Farm, Bonnievale, Western Cape**, Monday to Friday between 08:00 and 17:00; Saturdays, Sundays, public holidays and after hours by appointment only. Choose your preferred **Morning** or **Afternoon** slot for collecting and for bringing the items back, then click **Next**. Smaller items fit in a car or bakkie; larger items need a bakkie or trailer, and you will need tie-down straps or ropes. Tell us your order and we will advise.

6. A delivery address over our limit (150 km on the day this guide was written) cannot be quoted online. The screen says **We can't quote this address online. It is over our 150 km limit.**, hides the fee and stops **Next**. Call 082 901 4044, WhatsApp us or use the contact form and we will arrange it with you.

7. If you are logged in, **Save this address to my profile for next time** keeps the address on your account, and **Your saved addresses** lets you pick one you used before.

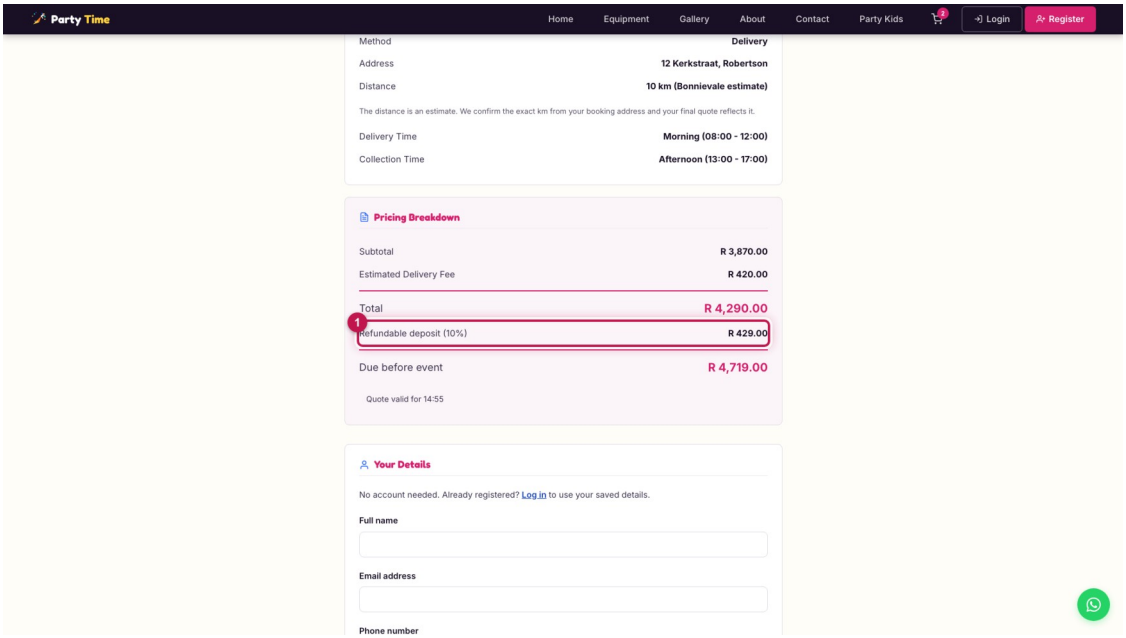
If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 6 - Steps 4 and 5: check and send your request

When you use this: the last two booking steps, headed **Give it a once-over** and **Quote Request Received!**

1. Step 4, **Review Your Rental**, lists your period, every item with its quantity and line total, and your delivery or collection choice. Below that is the pricing: **Subtotal**, **Estimated Delivery Fee** if you chose delivery, **Total**, then **Refundable deposit (10%)** (1) and **Due before event**. The deposit is a breakage deposit charged on top of the hire; it comes back to you after the equipment is returned (chapter 9). Party Time is not VAT registered, so

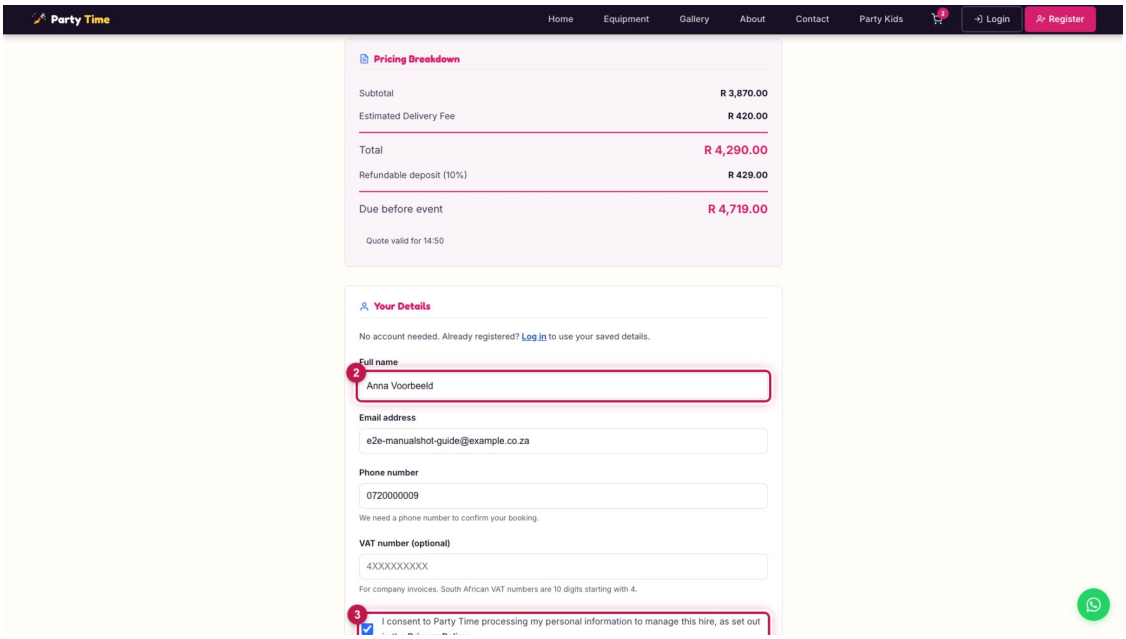
no VAT is added. The line **Quote valid for 14:59** counts down: your prices are held for 15 minutes. If it runs out, click **Refresh** and check the total again before you continue.



The pricing on the review step

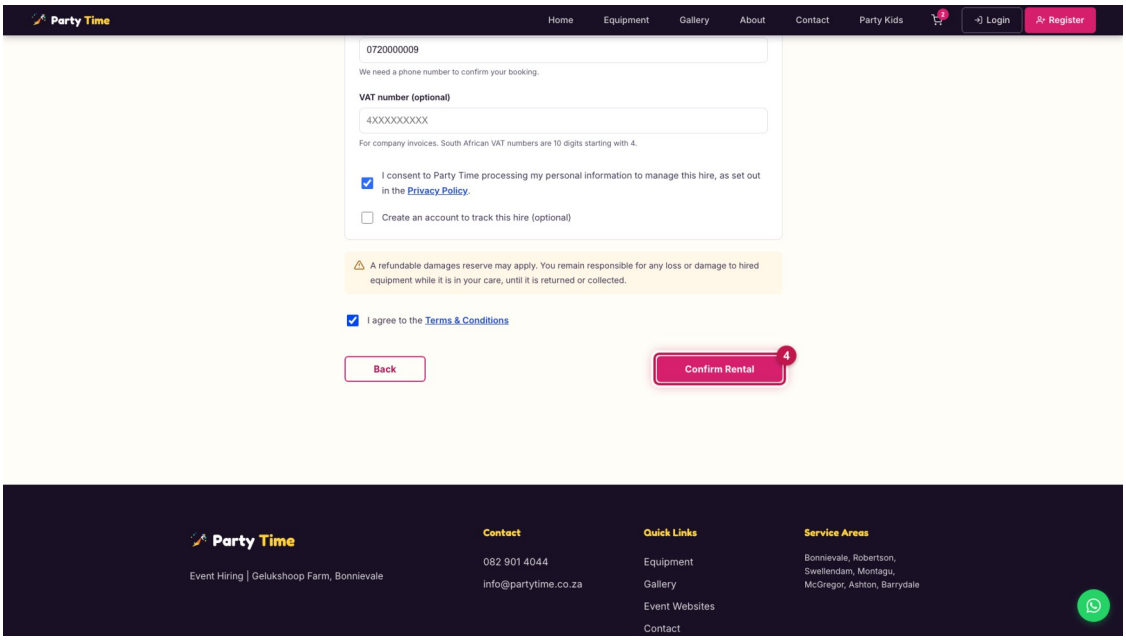
2. If you are not logged in, fill in **Full name** (2), **Email address** and **Phone number**. Every email about this hire goes to that address, and we phone that number about delivery, so check both. **VAT number (optional)** is only for company invoices.

3. Tick the two boxes (3): **I consent to Party Time processing my personal information** (as set out in the Privacy Policy) and **I agree to the Terms & Conditions**; both open in a new tab if you want to read them. If you want to follow this hire online, also tick **Create an account to track this hire (optional)** and **Choose a password** (at least 8 characters, with an uppercase letter, a number and a symbol). With delivery you can also tick **Save this delivery address to my new account for next time**.



Your details and the consent boxes

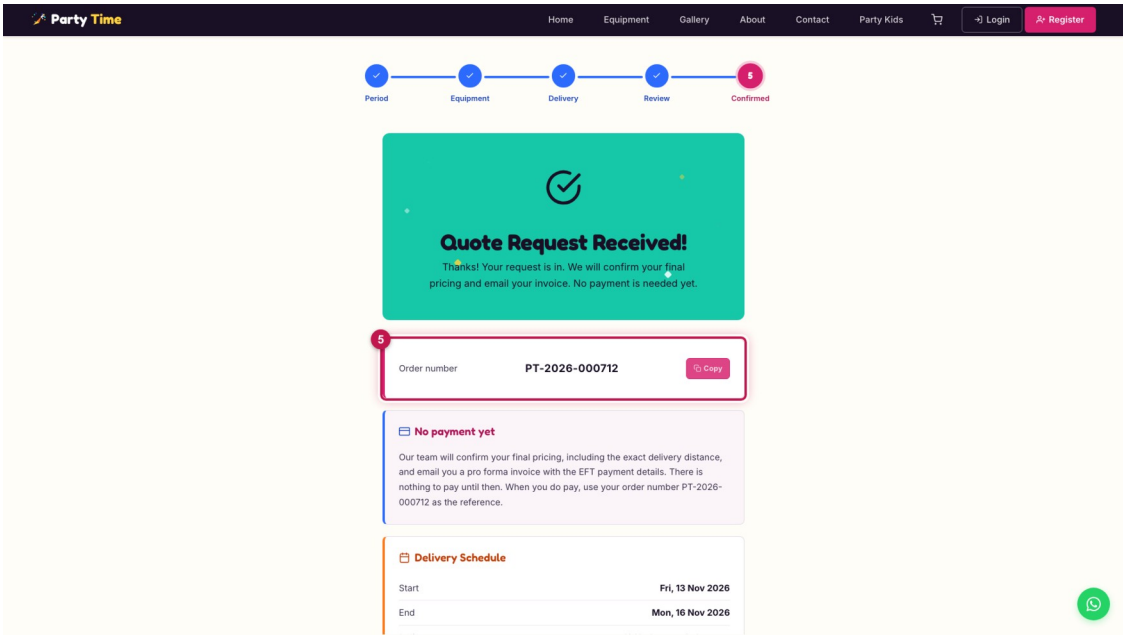
4. Read the note above the button: you remain responsible for any loss or damage to hired equipment while it is in your care, until it is returned or collected. Then click **Confirm Rental** (4). If the button stays grey, the line under it tells you what is still missing.



Confirm Rental

5. The screen changes to **Quote Request Received!** Your **Order number** (5) is at the top, with a **Copy** button next to it. Write it down or copy it: it is the reference for everything that follows. Below it are your dates and delivery or collection details, and **What happens next**: we confirm your final pricing (and the delivery distance), we email you a

pro forma invoice with our EFT details, and you pay using your order number as the reference. No payment is needed yet.



Quote Request Received, with your order number

The website emails you now: Quote Request Received - Party Time arrives within a few minutes, with your order number and your list. If you created an account, **Verify Your Email - Party Time** arrives too (chapter 7). Nothing in this email asks for money; the bank details only come with the approved invoice.

6. If the email does not arrive, check your spam or junk folder first, then phone us with your order number.

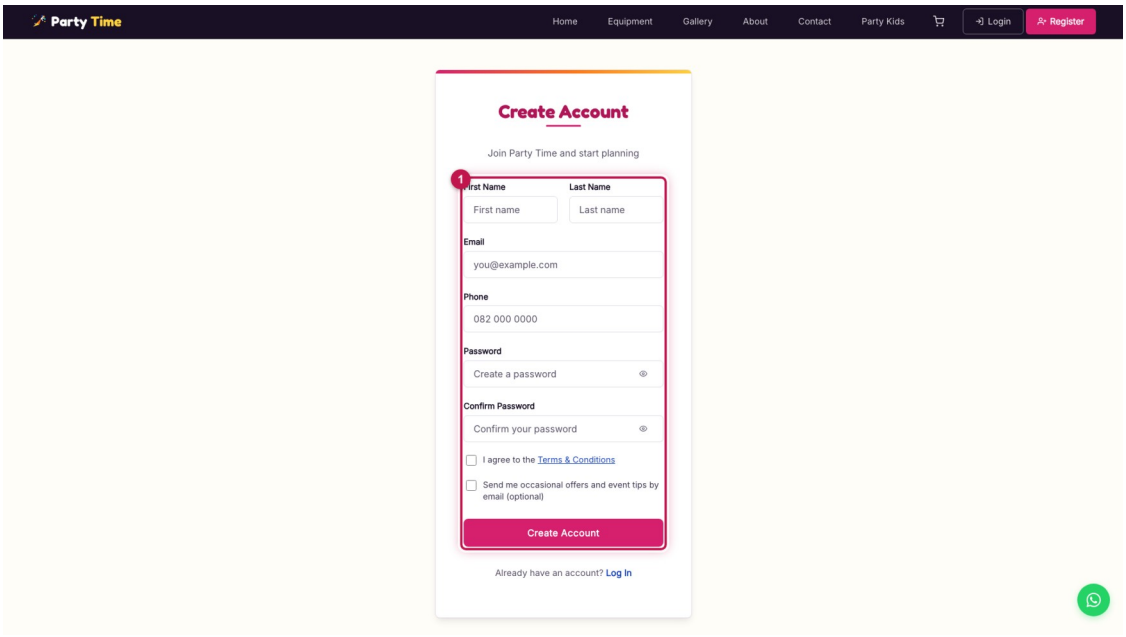
7. If the prices move while you are on this step (the countdown ran out, or something in your order changed after it was priced), the website refreshes the pricing for you and shows a blue message: **Pricing was refreshed. The total is now R 1,250.00 (was R 1,200.00). Tick the box above to accept it.** The amounts here are an example. Read the new total, tick the box, and confirm again. Nothing is booked at a total you have not seen.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 7 - Your account

When you use this: when you want to follow your bookings online, download your documents, or change or cancel a booking yourself.

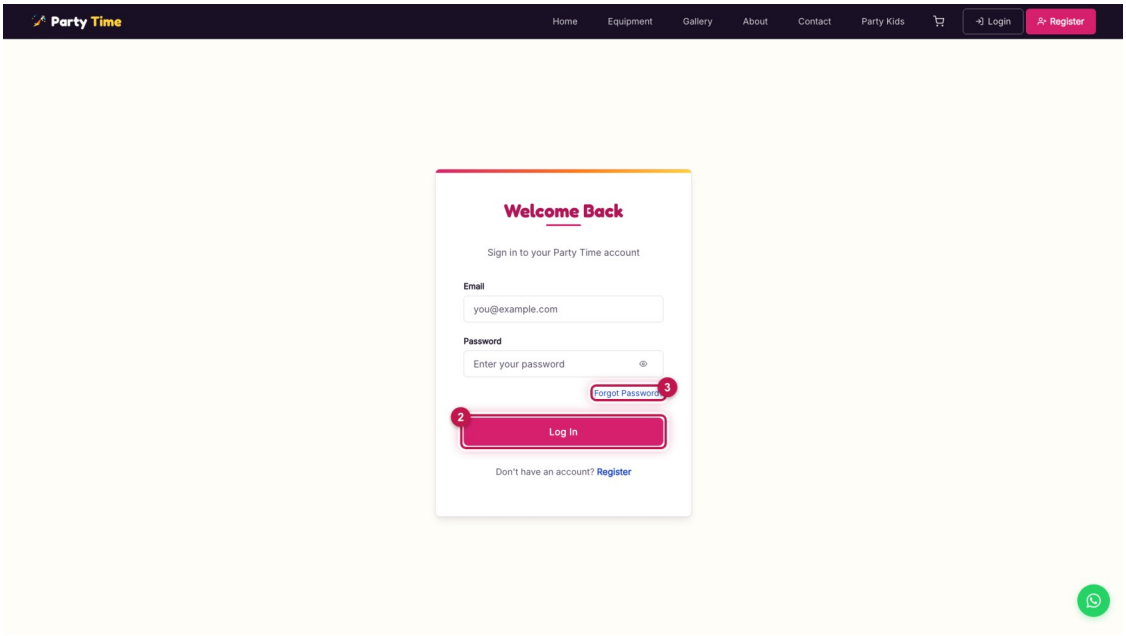
1. You can create an account while booking (chapter 6, step 3) or at any time: click **Register** in the menu. Fill in **First Name**, **Last Name**, **Email**, **Phone**, **Password** and **Confirm Password**, tick the terms box, and click **Create Account** (1). The password needs at least 8 characters, with an uppercase letter, a number and a symbol.



The Create Account form

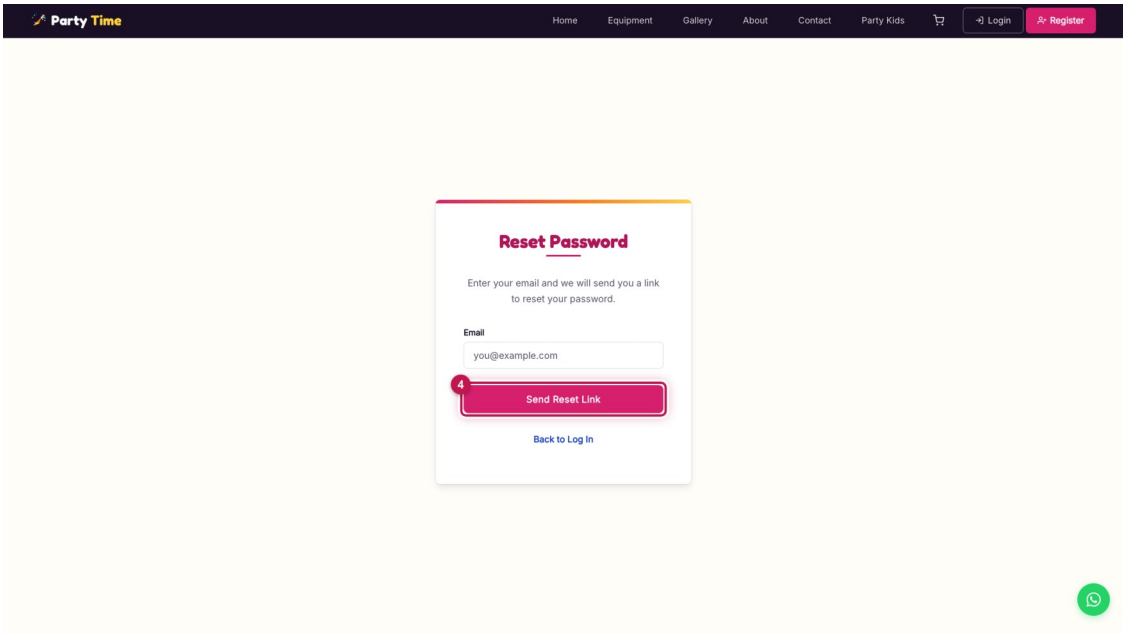
2. We email you a 6-digit code (**Verify Your Email - Party Time**). Type it on the **Verify Email** page that opens; **Resend Code** sends a fresh one if it did not arrive. Once verified you see **Email verified! You can now log in.**

3. Click **Login** in the menu, enter your **Email Address** and **Password**, and click **Log In** (2). Forgotten it? Click **Forgot Password?** (3) under the form.



The Log In page and the Forgot Password link

4. On the **Reset Password** page, type the email address you registered with and click **Send Reset Link** (4). The email holds a link that opens a page where you choose a **New Password**. For safety the website says the same thing whether or not the address is on file, so if nothing arrives, check the spelling and your spam folder.



Reset Password

5. Once logged in, your first name replaces **Login** at the top right; click it for **My Rentals** (chapter 8), **My Profile**, which holds your details and your saved delivery addresses.

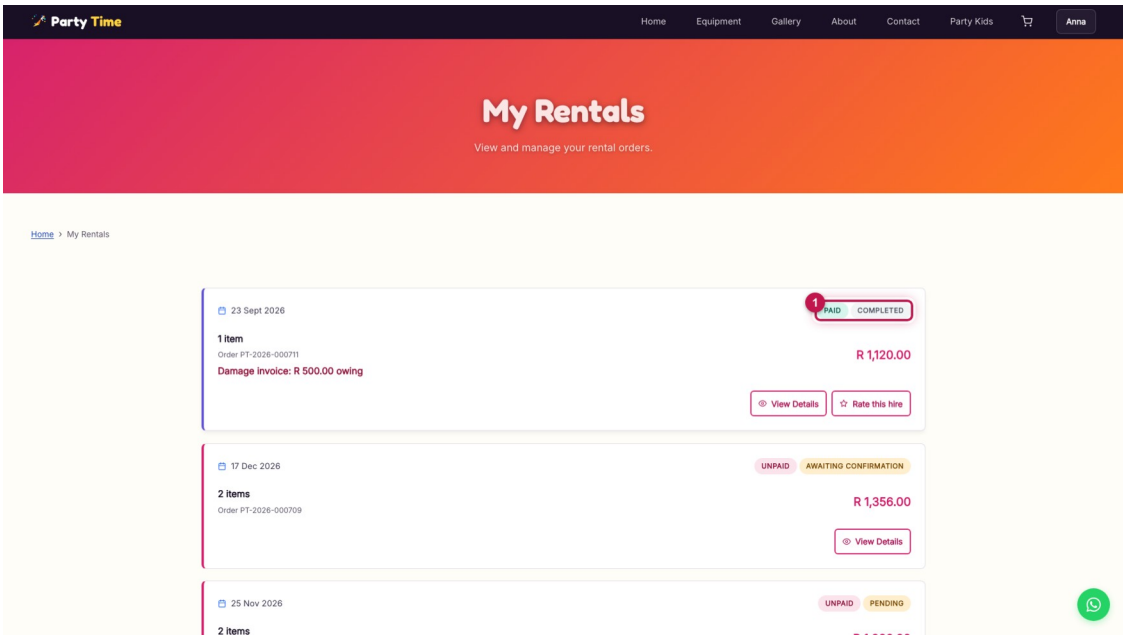
6. If you booked as a guest, without an account, you can still open one later with the same email address; once you have verified it, your earlier bookings appear under My Rentals.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 8 - My Rentals: following your booking

When you use this: whenever you want to see where a booking stands, read its documents, or change or cancel it.

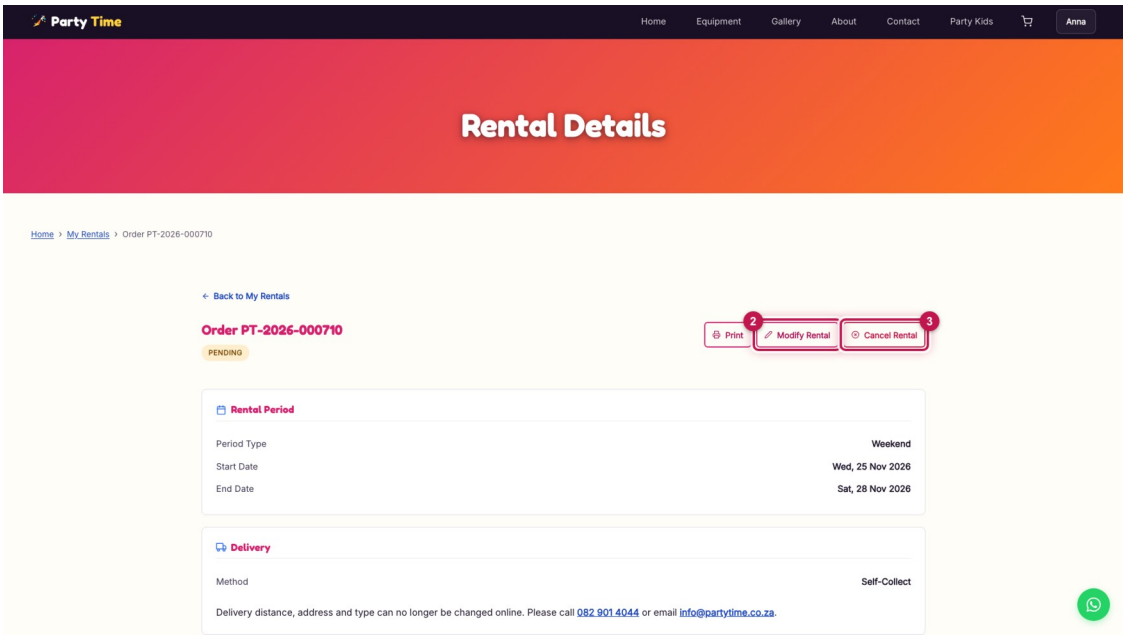
1. Click your name at the top right, then **My Rentals**. Each booking is a card with its order number, the dates and two badges (1). The first badge is the payment: **Unpaid**, **Part-paid** or **Paid**. The second is the booking's status: **Awaiting Confirmation** (we have your request and are checking it), **Pending** (approved; we are waiting for your payment), **Confirmed** (paid and booked), **Dispatched** (on its way, or ready for you to collect), **Active** (with you), **Returned**, **Completed**, or **Cancelled**. If a damage invoice for a booking is still waiting to be paid, its card also says, for example, **Damage invoice: R 500.00 owing**.



My Rentals: the status and payment badges

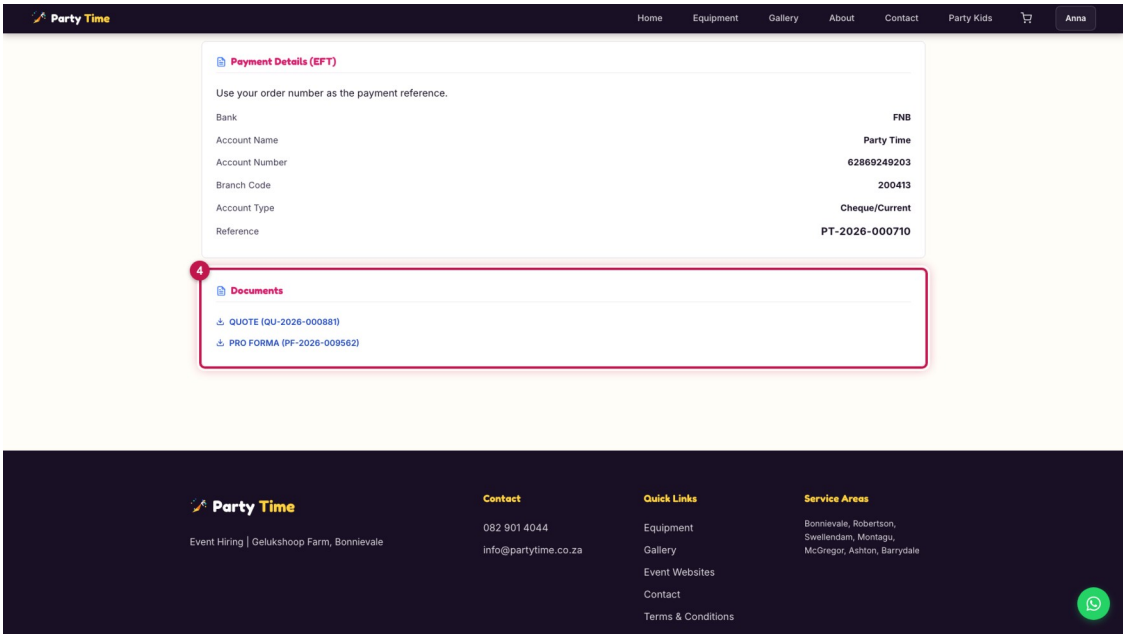
2. Click **View Details** on a card. The page is headed **Order PT-2026-000123**, and shows the status, your dates, every item with its price, the delivery or collection details, the pricing with the **Refundable deposit** and, once you have paid it, **Deposit held**, and the **Due before event** amount.

3. Two buttons sit at the top. **Modify Rental** (2) takes you back through the booking steps with everything filled in, so you can change items, quantities and dates; it is there until one day before your start date, and only while the hire is still unpaid. Once your quote is approved, delivery distance, address and type can be changed by contacting us, and the delivery step shows them without letting you edit them, with the line **Delivery distance, address and type can no longer be changed online. Please call 082 901 4044 or email info@partytime.co.za.** Once you have paid, or when it is closer than that, the page says **To change this booking, please call us on 082 901 4044**. **Cancel Rental** (3) cancels the booking after you confirm; it cannot be undone. If you cancel within 3 days of your event and have already paid the breakage deposit, the deposit is forfeited, and the confirmation box says so before you decide.



Modify Rental and Cancel Rental

4. Lower down, **Documents** (4) lists every document for this order: the quote, the pro forma invoice, the tax invoice and receipt once you have paid, and any credit note or damage invoice. Click the download icon to save the PDF. Every document carries your order number under its own document number, then **Generated:** with the day and time we made it, then the hire period, for example **Hire period: Sat 18 Oct 2026 to Sun 19 Oct 2026** (a one-day hire reads **Hire date:** instead).



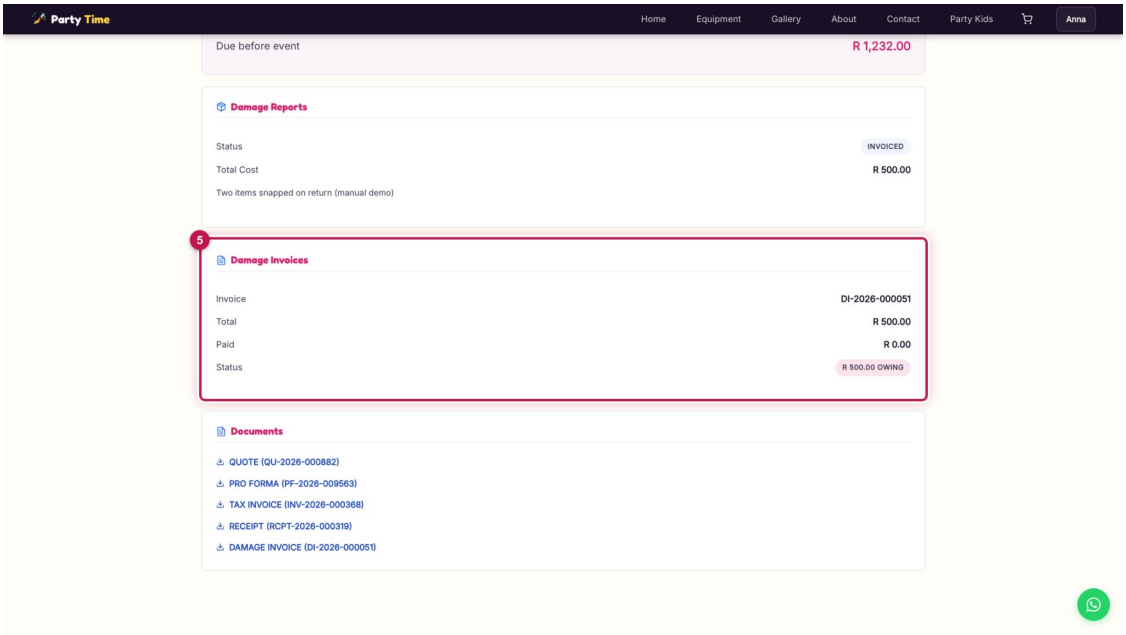
The Documents list

The website emails you when a booking changes: Rental Updated - Party Time after you change a booking yourself, and **Rental Cancelled - Party Time** after you

cancel one. If we change or extend a booking for you, you get **Rental Updated**, **Booking Updated** or **Rental Extended**, each with the new figures.

5. If the invoice number on a new document is different from the one you had before, that is normal: a changed order gets a new pro forma. Your order number is the same on both, and it is the one to pay with.

6. If we have charged you for damaged or missing items, the booking's page has a **Damage Invoices** section (5) above **Documents**. It shows the **Invoice** number, the **Total**, what you have **Paid**, and a **Status** badge: for example **R 500.00 owing**, or **Paid** once it is settled. A damage invoice is separate from the hire itself, so a booking can show **Paid** on its card while a damage invoice is still owing. You pay it the same way as the hire, by EFT or in cash with your order number as the reference (chapter 9), and the badge changes to **Paid** once we have recorded it.



The Damage Invoices section

7. If we change a booking after your invoice was issued, we do not alter the invoice. A credit note cancels the old invoice in full and a new invoice replaces it. The credit note says **Credits** and the old invoice number, and the new invoice says **Amends** and the old invoice number. All of them stay under **Documents**, and your order number is the same on each. Use the new invoice from then on.

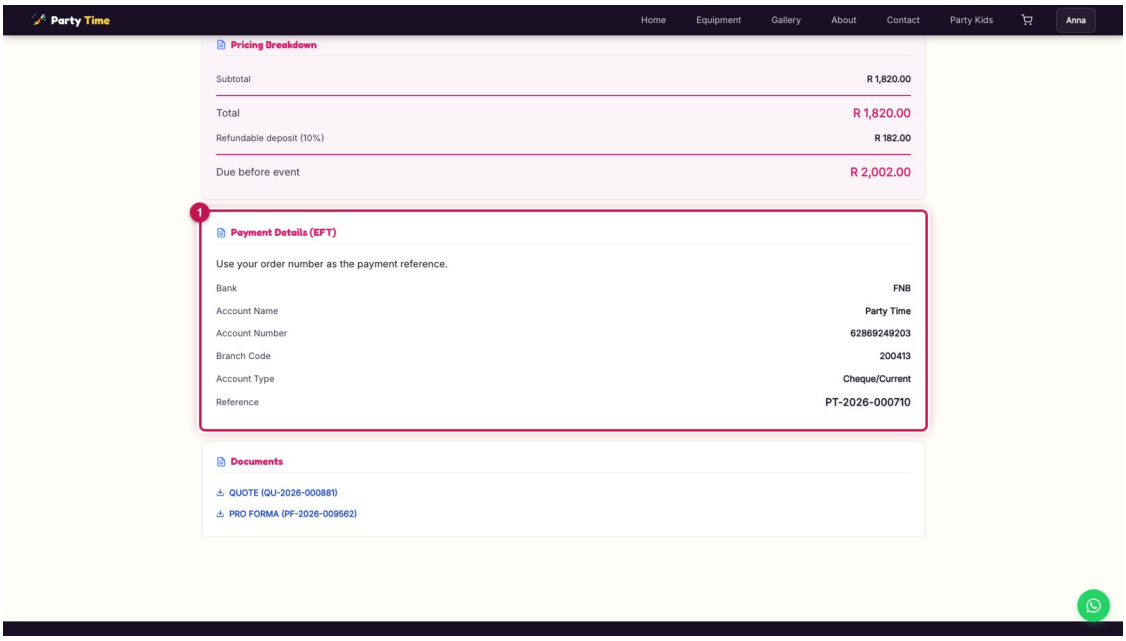
   The website emails you when an invoice is amended: Invoice Amended - Party Time names the old invoice, the credit note and the new invoice, shows the new total and what you have paid so far, and says what happens to the difference: a balance to pay (with our bank details), nothing more to pay, or money back to you as account credit or a refund.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 9 - Paying

When you use this: once we have approved your request and you want to pay.

1. When we approve your request you receive **Quote Approved - Your Invoice - Party Time**, with the pro forma invoice number, the amount due and our bank details; the PDF itself is under My Rentals (chapter 8). The same details are on the booking's page under **My Rentals**, in the box **Payment Details (EFT)** (1): **Bank**, **Account Name**, **Account Number**, **Branch Code**, **Account Type**, and **Reference**. The reference is **your order number**. Use it exactly as printed, PT-2026-000123, so your payment lands on your booking without anyone having to search for it.



Payment Details (EFT) with the order number as reference

2. Pay by EFT or in cash; there is no card payment on the website. Payment is due in full before your event. The amount to pay is **Due before event** on the invoice: the hire total plus the refundable breakage deposit.

3. The **breakage deposit** is 10% of the hire, charged on top of it. It is refundable: 14 days after the equipment is back, we pay it back to you, or, if you prefer, keep it as credit on your account for your next hire, less the cost of any damage or missing items. It is forfeited if you cancel within 3 days of your event.

4. Once your payment shows in our account we record it, and the booking's payment badge changes to **Part-paid** or **Paid**. If you like, send your proof of payment to **info@partytime.co.za** or by WhatsApp to **082 901 4044**, with your order number, and we will look out for it.

The website emails you about payments: Payment Received - Party Time for every payment we record, **Tax Invoice and Receipt - Party Time** once the hire is paid in full, and **Breakage Deposit Received - Party Time** when we record your deposit.

While an approved booking is unpaid, **Payment Reminder - Party Time** and **Breakage Deposit Reminder - Party Time** arrive once a week. **Payment Update - Party Time** arrives if we ever correct a payment and a balance is owing again.

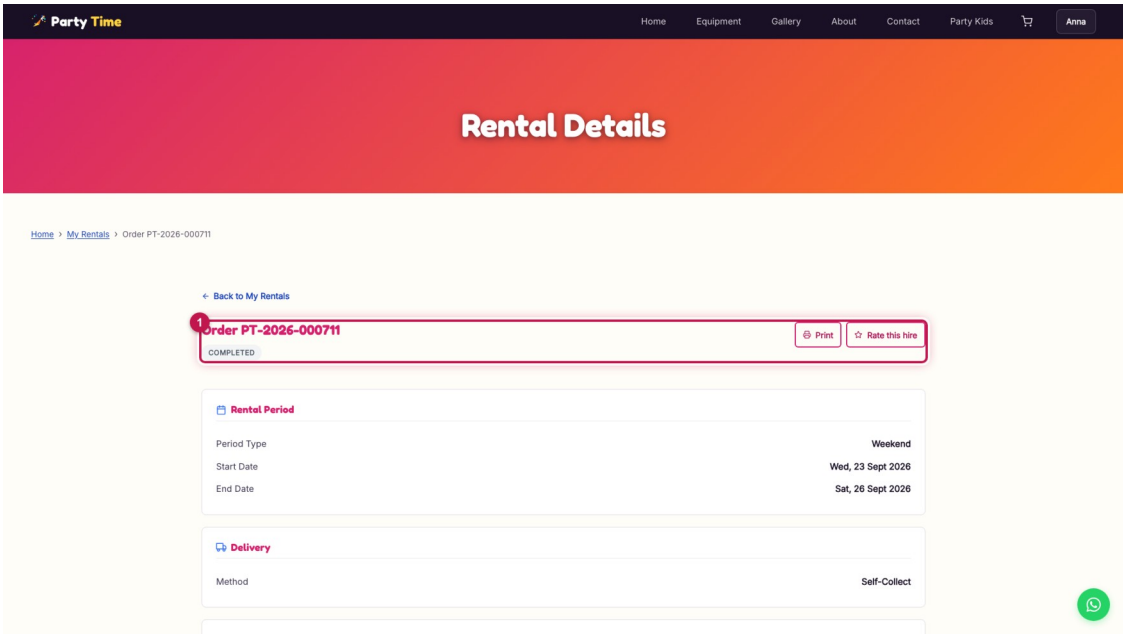
5. Paid with an old reference by mistake? Phone us with your order number; nothing is lost, we match the payment to your booking by hand.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 10 - Delivery day and return

When you use this: the day before your hire starts, during the event, and when the equipment goes back.

1. The day before your start date we email a reminder: **Reminder: Your Party Time delivery is tomorrow**, or for collection **Reminder: Your Equipment Collection is Tomorrow - Party Time**. When the equipment leaves the farm you get **Your Equipment Is On Its Way - Party Time**, or **Your Equipment Is Ready - Party Time** if you are collecting, and the booking shows **Dispatched**, then **Active**, and at the end **Completed** in its header under My Rentals (1).



A completed hire under My Rentals

2. Delivery and collection times are preferred times, not guaranteed slots. If the timing matters on the day, phone us and we will confirm it with you.

3. Collecting yourself? Gelukshoop Farm, Bonnievale, Monday to Friday, 08:00 to 17:00; Saturdays, Sundays, public holidays and after hours by appointment only. Bring tie-down straps or ropes and a vehicle that fits your order (a bakkie or trailer for large items). We

record the licence disk of the collecting vehicle. New customers also bring a copy of their ID and proof of residence.

4. Check the equipment as soon as it arrives or when you collect it. Any damaged or missing items must be reported to us immediately, on delivery or before the event; if nothing is reported, damage is taken to have happened during the event.

5. The day before your end date we email **Reminder: We collect your hire equipment tomorrow - Party Time**, or **Reminder: Equipment Return Tomorrow - Party Time** if you are bringing it back. Have everything packed where we left it, or bring it back to the farm within collection hours.

6. Return things clean: cutlery, crockery and glasses washed, table cloths and linen back in the crates we provided (we wash those), and everything else in a reasonably clean condition. Items that come back dirty carry a cleaning fee of 10% of the hire total. Tents are put up and taken down by Party Time staff only.

   The website emails you after the return: Return Assessment - Party Time once we have checked everything in, or **Damage Report - Party Time** if something was damaged or missing, and then **Damage Invoice - Party Time** if there is a charge. Until you have paid it, the booking's card under **My Rentals** says **Damage invoice** with the amount owing, and its page lists the invoice under **Damage Invoices** (chapter 8). You remain responsible for hired equipment until it is returned or collected.

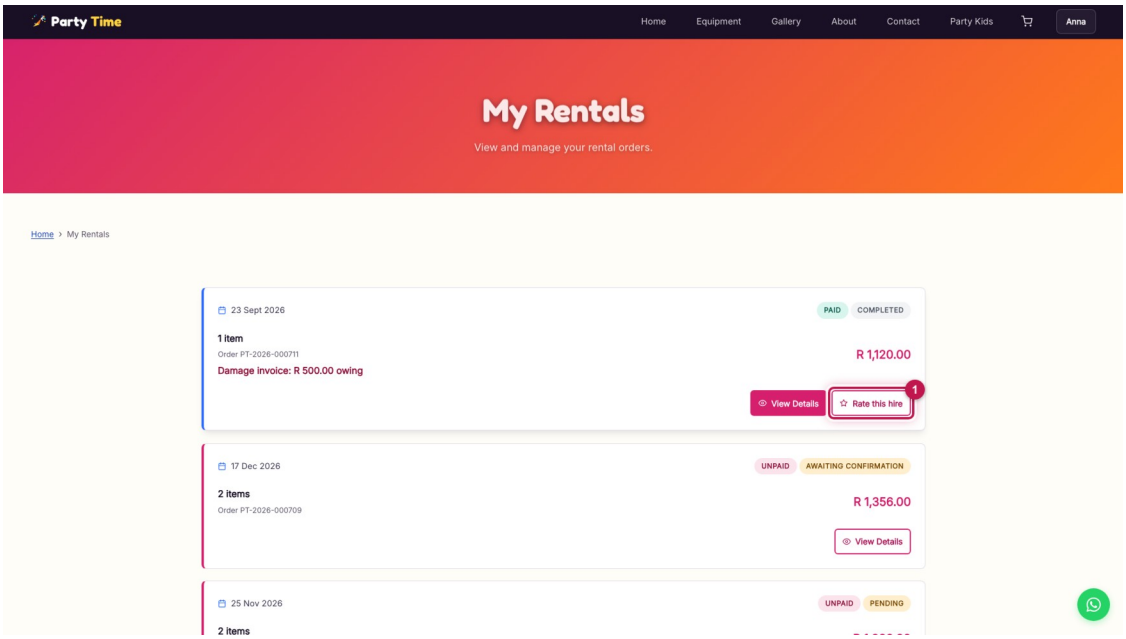
7. Once the hire is closed you receive **Your Hire Is Complete - Party Time** and the booking shows **Completed**.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

Chapter 11 - After your event

When you use this: once the equipment is back and your booking shows Returned or Completed.

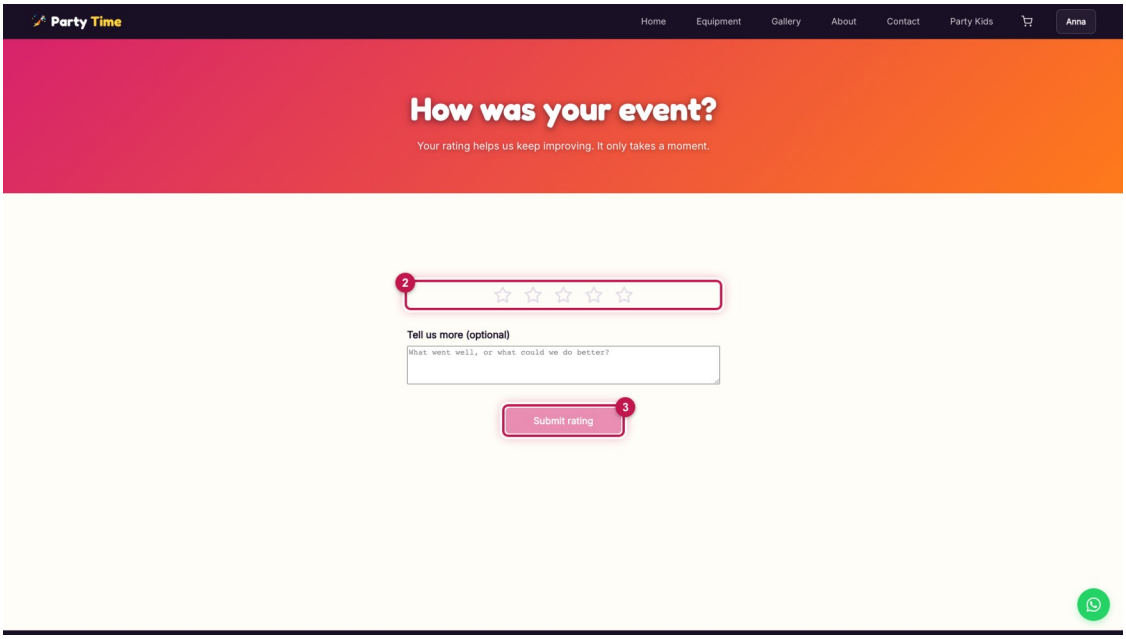
1. Your breakage deposit comes back 14 days after the return, less any damage or cleaning charge. We either pay it back to your bank account or keep it as credit on your Party Time account for your next hire, whichever you asked for; the email says which. Under **My Rentals**, a hire that is back shows a **Rate this hire** button (1) on its card and on its page.



Rate this hire on a returned booking

2. Click **Rate this hire**. The page **Rate Your Experience** asks **How was your event?** with five stars (2), and **Tell us more (optional)** for a few words.

3. Click **Submit rating** (3). Four or five stars? We say thank you and offer links to **Review us on Google** or **Review us on Facebook**; a public review helps other event hosts find us, and it is entirely up to you. Fewer stars? Your feedback goes straight to our team and we will be in touch to put it right. A hire can be rated once.



The stars and the Submit rating button

The website emails you after the event: Deposit Refunded - Party Time or **Deposit Credited - Party Time** when your deposit is settled, and, if you ticked **Send me occasional offers and event tips by email** when you registered, **How Was Your Event? - Party Time** about three days after the hire is completed, with a button that opens the rating page.

4. Hiring again? Your account keeps your saved addresses and your previous orders, and any account credit is applied automatically to your next hire.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.

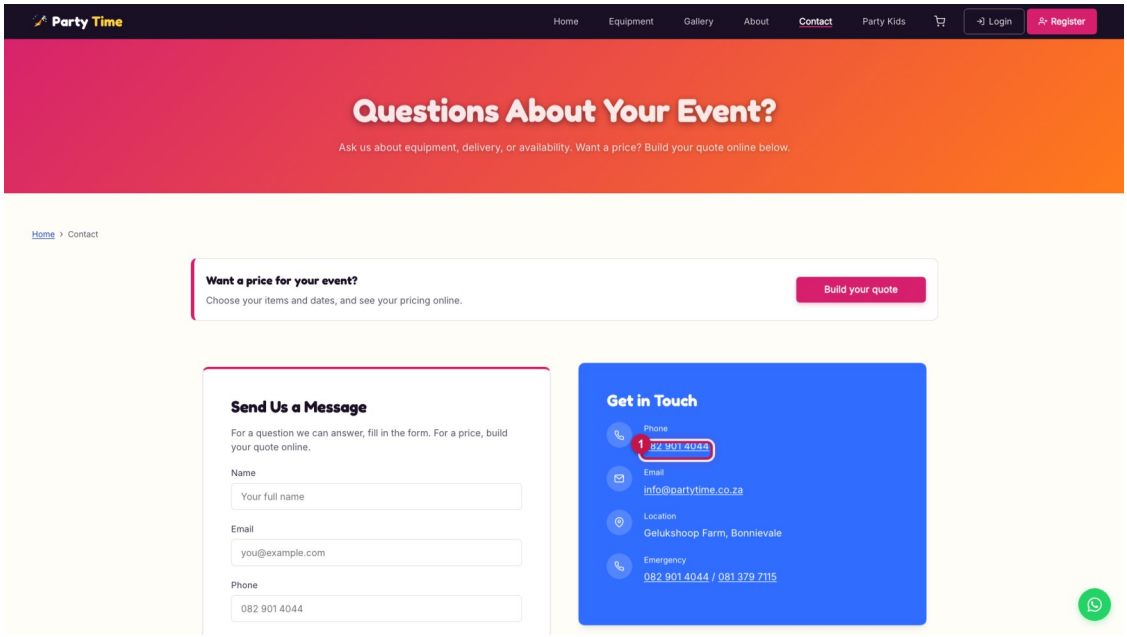
Chapter 12 - The emails you will get, and who to contact

When you use this: when an email from Party Time arrives and you want to know what it means, or when you need to reach us.

1. Every email about a hire comes from Party Time, shows your order number (most also show the hire period), and never asks you to pay anything except by EFT or cash to the bank details on your invoice. In the order they normally arrive:

Email subject	What it means
Quote Request Received - Party Time	We have your request. No payment yet.
Verify Your Email - Party Time · Welcome to Party Time!	You created an account; the first holds your 6-digit code.
Quote Approved - Your Invoice - Party Time	Approved. The pro forma invoice number, the amount due and our bank details are inside. Pay with your order number as reference.
Payment Reminder - Party Time · Breakage Deposit Reminder - Party Time	Weekly, while an approved booking is unpaid.
Payment Received - Party Time	We recorded a payment.
Tax Invoice and Receipt - Party Time	Paid in full; the tax invoice and receipt numbers are inside, and the PDFs are under My Rentals.
Breakage Deposit Received - Party Time	We recorded your refundable deposit.
Booking Confirmed - Party Time	Paid and booked.
Rental Updated · Booking Updated · Rental Extended - Party Time	The order changed; the new figures are inside. The order number is the same.
Invoice Amended - Party Time	We changed your booking after your invoice was issued. A credit note cancels the old invoice and a new invoice replaces it; the email says what, if anything, is still to pay.
Rental Cancelled - Party Time	You cancelled a booking on the website.
Reminder: Your Party Time delivery is	The day before your start date.

Email subject	What it means
tomorrow · Reminder: Your Equipment Collection is Tomorrow - Party Time	
Your Equipment Is On Its Way · Your Equipment Is Ready - Party Time	Dispatched.
Reminder: We collect your hire equipment tomorrow · Reminder: Equipment Return Tomorrow - Party Time	The day before your end date.
Return Assessment · Damage Report · Damage Invoice - Party Time	Everything checked in, or something to settle.
Your Hire Is Complete - Party Time	The hire is closed.
Deposit Refunded · Deposit Credited - Party Time	Your deposit is settled.
How Was Your Event? - Party Time	About three days later, if you ticked the offers-and-tips box when you registered.
Password Reset - Party Time	You asked to reset your password.



The Contact page

Not sure an email is real? It will always carry your order number and our details below. Party Time never asks for card details, and never changes its bank details by email; if a bank account in an email differs from the one on your invoice under My Rentals, phone us before paying.

2. **To reach us:** phone or WhatsApp **082 901 4044** (1), or email **info@partytime.co.za**. Office hours are Monday to Friday, 08:00 to 17:00; Saturdays, Sundays, public holidays and after hours by appointment only. In an emergency during your event, phone **082 901**

4044 or **081 379 7115**. Find us at Gelukshoop Farm, Bonnievale. The **Contact** page on the website has a form as well, and a link to build your quote online.

3. Have your **order number** ready whenever you get in touch. The figures in this guide (the delivery rate and minimum, the 10% deposit, the 3-day and 1-day cut-offs) are the values on the day it was written; the website always shows the live figures, and the website is right.

If you are unsure at any point: phone or WhatsApp Party Time on **082 901 4044**, or email **info@partytime.co.za**.