

Frequently Asked Questions

- Is there a Deposit required? Yes. How much is the deposit? \$25.00 deposit which is nonrefundable but will be applied towards your reservation
- Can I pick the machine up myself from your location? No. Only A Staff member of The Party Connect is authorized to handle all drop offs and pickups.
- Do your machines work outside? WE can not guarantee that the machine will freeze in certain temperatures.
- Can I buy some of your flavors without renting or leasing a machine? Yes! The Party Connect has its own signature flavors and readily in stock for all customers.
- What if my party is at a venue and I can't do a next-day pick up rental, is there an additional fee? Yes. The travel fee is \$25.00. The after hours time starts at 9:00 p.m..
- Can I Pay with cash? Sure, But , Deposits have to be made by card. We have Zelle, Cash App and Square pay.
- What if something happens to the machine while in my care? Any/All customers must sign the rental agreement before your reservation can be confirmed. (Place terms and conditions here) WE also ask that any/all issues or accidents with the machine be reported immediately.
- DO you guys provide Alcohol ? No
- How long does it take the machine to freeze? 60/90 minutes. (Depends on the temperature of the environment the machine is in)
- How many drinks does your machine generate? All of The Party Connects machines are double heated and can generate anywhere between 110 to 120 drinks in a 9oz Dixie cup