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residential • commercial • home staging • special events • trade shows • clearance centers

March 9, 2020

Dear Clients,

At AFR, we are a committed partner in good times and bad. We want to assist by providing you with some peace of mind.

For the next 60 days, if you book an event with AFR and need to cancel, there will be no fee if you cancel 48 hours in advance. Communication is critical in order for this to work.

Our current terms and conditions are 100% cancellation within 72 hours and 50% cancellation for 4 to 7 days. Those will be suspended for the next 60 days as long as there are no special transfers involved in the transaction. Your AFR sales team will confirm your order via phone or email 7 days in advance. If there are special transfers required and the event was confirmed, there may be some expenses incurred. That is why the communication element is so essential. We want to help you mitigate the risk of booking business while providing some peace of mind during a time that is tumultuous. We are striving for a solution that is fair to all.

One step at a time, and by working together, our industry will recover and resume business as usual. We have always considered ourselves to be your partner in each endeavor, and we will continue this partnership.

Stay healthy, positive, and moving forward. We will get through this together.

Sincerely,

Tricia Schmitt  
Chief Revenue Officer, AFR Furniture Rental