



March 24, 2020

Dear Valued Customers,

We here at Lasting Impressions Event Rental have the health and safety of our employees, clients and community members at our highest priority. As instructed by the Governor and the Department of Health, we have temporarily closed our offices and warehouses. We remain available to provide services to essential business when needed. We will continue to monitor the latest information from the Centers for Disease Control (CDC), as well as the guidelines and mandates from our state and local government agencies.

**COMMUNICATION:**

Our website, found at <http://lirents.net>, is a wonderful source for selecting products and includes pictures and prices of most of our inventory. During regular hours, Monday through Friday from 9am-5pm, our sales staff would be happy to walk you through the site, over the phone, as we will remain available by phone and email at this time. Our will call will also be available Monday through Friday from 9AM-3PM. You must call our emergency line, listed in the lower left of your rental ticket, for someone to meet you. After hours, our emergency line will still be active and can be reached through our main voicemail.

Columbus: (614) 252-5400, Cleveland: (216) 591-1177, Cincinnati: (513) 769-0393

**STAFFING:**

On Monday, March 16, we made the difficult decision to reduce our staff to a level required to work through remaining commitments and evaluate the situation. As of Tuesday, March 24<sup>th</sup>, we have scaled back to a critical response operation level. This will allow us to be available for our emergency response partners as well as other essential service providers. The necessary staff to meet these needs will be operating from their homes (unless physically needed to provide service), and our offices remain closed. I am confident in our ability to endure this situation and return to full staffing levels as soon as we are needed.

**EVENTS:**

For events that are cancelled or postponed, we will work with our clients to reschedule any reservations to a later date. Our partners in the event industry and our individual brides, graduates, etc. are so important to us and while we hate to see events cancelled, we all must be responsible during this unprecedented time. We support all efforts to practice social distancing in order to minimize the risk of illness to the public and then return to work as soon as possible. Please reach out to your sales representative to discuss rescheduling your upcoming event.

Please do not hesitate to contact us with any questions regarding our policies or closures. We understand the impact this is having across the event industry and beyond. As always, we thank you for your continued trust in us as your party rental provider.

JP Fritz

A handwritten signature in black ink, appearing to read "JP Fritz", is written over a white background.

President, Lasting Impressions Event Rental