

FAQ

> Frequent Asked Questions

- [How do I order?](#)
- [How far in advance should I make my reservation?](#)
- [Rental rates - How are they calculated?](#)
- [Terms and conditions](#)

How do I order?

- On this website : <http://www.kidelio.com>
- By Phone: Call +33 9 57 80 62 64
- By Mail : [click here](#)
- By Fax: +33 9 59 80 62 64

▪ We will email back a confirmation within 48 hours. If your order needs to be delivered within 48 hours, please order by phone. Please, indicate the age and the weight of your baby.

▪ As soon as you know your travel details, you should go ahead and place your order to assure we will have availability! We do occasionally run out!

How far in advance should I make my reservation

- Rental rates are calculated per day's stay.
- The rental price structure is such that the weekly rate is less than the rate for the number of days you require the equipment. On website, rental rates are indicated for 3 days minimum.
- No minimum order.

• Rental rates are in euros, taxes included.

Rental rates

Please read this page :

<http://www.kidelio.com/payment.html>

To Terms and Conditions

Please read this page (in french) :

<http://www.kidelio.com/conditions.php>