

## WESTMINSTER PARTY & TENT RENTALS LTD

### POLICY INFORMATION

We would like to help you to reach a successful event by avoiding future disappointments. Below are some answers to most common concerns when renting. Please take the time and read our policy carefully.

#### PRICING:

All rentals are per day unless prior arrangements have been made.

#### RESERVATION AND FINAL PAYMENT:

30% NON REFUNDABLE deposit per item at time of booking is required to guarantee reservation. Deposits are not transferable to another rental/retail item.

Final payment as well as all rental confirmation must be made one week prior to the event day. No cancellation or reduction will be accepted 7 days prior to the event. During season it is very difficult for us to make last minute changes.

Payment can be made by CASH, DEBIT, VISA, MASTERCARD. CHEQUES will not be accepted as final payment.

#### SECURITY DEPOSIT:

A security deposit is required on all orders either in the form of a valid credit card (VISA OR MASTERCARD) imprint with a charged deposit (determined by managerial staff).

Outstanding balances will be charged to your credit card or to the credit card left as security deposit. We can not accept 3<sup>rd</sup> party CC imprints as security without CC holder signature and approval. A charge to the CC will be applied to verify validation. CC NUMBERS OVER THE PHONE WILL NOT BE ACCEPTED.

This is a routine policy advised as per The American/Canadian Rental Association.

We reserve the right of enforcing this routine policy, based on past experiences.

#### BROKEN, DAMAGED OR MISSING ITEMS:

Rental prices DO NOT cover damaged or missing items. Security of equipment is the responsibility of the client. Damages resulting from fire, theft, vandalism are the responsibility of the client. On site security is recommended for overnight stay on public locations.

Please be sure that all equipment is secured, dry and protected while it is in your possession; broken, damaged or missing items as well as all packaging containers or boxes will be charged to replace. Replacement costs will be charged post rental costs.

We do encourage customers to check their orders upon pick-up or immediately when delivered. Please take the time and check your order completely to make sure you are receiving all items listed on your contract IT'S YOUR RIGHT ! and.....you will be asked to sign the contract. If you find any discrepancy, please advise our delivery Driver and our office immediately.

**DELIVERY & PICK-UP:**

Delivery rates are based on one (1) truck load/crew. Drop off must be accessible to our truck tailgate (curbside, driveway, garage).

**ORDERS WILL BE DELIVERED TO GROUND LEVEL ONLY, OUR DELIVERY PERSONNEL IS NOT PERMITTED TO ENTER IN YOUR HOME.**

Additional charges will be applied if equipment is to be carried up or down stairs, on elevators or more than 100 feet distance.

Should you require delivery and pick-up beyond our truck tailgate or set-up and take down of tables and chairs, please request a quote prior to delivery or pick-up date.

Special containers are provided for all items. To ensure that you receive items undamaged and “table ready”, our delivery personnel are instructed to neatly stack all items in a mutually convenient place on delivery.

When a TENT is to be set-up, we would ask that you please prepare the area the day before **INCLUDING MOWING THE LAWN, MARKING ANY UNDERGROUND IRRIGATION, ELECTRICITY AND GAS LINES.**

All delivery times will be given a day notice. As there are many deliveries in a day, it is not always possible to give exact delivery time.

Deliveries and pick-ups will be done between 9:00 am and 6:00 pm from Monday through Friday and between 9:00 am and 5:00 pm on Saturday. Should you have special delivery request, please contact us and we will do our best to accommodate your needs.

Before and after hours delivery or pick-up, subject to an additional charge.

**RETURN OF RENTALS:**

All equipment remains with customer from the time of pick-up or delivery until the items are returned to WESTMINSTER PARTY & TENT RENTALS LTD.

Tables and chairs must be folded down, stacked and ready for pick-up. All china and flatware should be rinsed off completely free of food and repackaged in the same containers they were received.

All linen should be shaken, free of food, confetti and dry to prevent mildew. A cleaning fee of \$3.00 to \$5.00 per linen will be applied for candle wax removal.

On return of rentals we do a complete check on all equipment.

\_\_\_\_\_  
I read and accept above policy information

\_\_\_\_\_  
date

**PLEASE CALL US WITH ANY ADDITIONAL QUESTIONS OR CONCERNS.**