

RENTAL POLICIES, TERMS & CONDITONS

SPECIAL OCCASIONS

TENT & PARTY RENTALS

*****By Paying your deposit & full balance, you agree to the rental policies, terms and conditions*****

Deposits – Are required to be paid beginning in February of each year for pre-existing reservations, and upon booking thereafter. The **deposit amount is 25% of the order total and non-refundable**.

Balance Due – The remaining balance of an order is due TWO WEEKS before the order date. After that time no reductions can be made, and no refunds granted. However, items can still be added to an order up until the day before the order date, if the requested items are available.

Rentals – Rates are quoted for a period from Friday to Monday in most cases, with some exceptions.

Payment – We accept VISA, Mastercard, Debit, E-transfer and Cash. (No personal cheques)

Damage Deposit – Special Occasions requires a CREDIT CARD to be held on file for all orders. This is in lieu of a damage deposit.

Delivery – What the FEE covers – The delivery fee covers curbside only. On pick up all the items should be returned to where they were dropped off. All chairs must be stacked how we left them, tables folded how we left them and all dishware, glassware, etc. must be packaged how we left it for you. *****If items need to be moved farther, for drop off or pick up, additional charges will occur, and Special Occasions must be notified AHEAD of time for these requests.**

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After Hours Charge – Deliveries/Pick ups that are requested before 8:00am and after 6:00pm, or that need to be done on Sunday or Holidays that we are NOT already scheduled for, will be charged an extra fee.

Damaged Items – Any items that are returned damaged/broken will be charged at replacement cost.

Missing Items - If an order is returned with missing items, there will be a **one-week period** after a notification has been sent to return any missing items before charges are **automatically** applied. There will be an additional week after that, where customers can return these items and receive a refund.

When You Are Finished – All of our glassware, dishware, cutlery, linens and other miscellaneous items come in specific crates, containers and packaging. All items should be returned to the original receptacle they arrived in or were picked up in. Glasses emptied of any liquids and placed in the appropriate racks, plates scraped free of food and placed in the proper crates, cutlery returned to the bin(s), linens should be returned in the linen bags that are PROVIDED. Every package sent out is documented on each order and Special Occasions will charge for any unreturned packaging.

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Tents – We must be able to drive up to the tent set up site within 30 feet. We must be notified of any stairs, slopes, gates, elevators, etc. **BEFOREHAND**. Failure to inform us properly about your tent location which causes an unreasonable amount of excess set up time will result in extra labour charges. All spaces must be measured by the customer **before** our arrival to confirm that there is, in fact, an adequate amount of space to set up. This means that there is an additional 5ft of space on, at least, two sides of the tent. (Example: To set up a 30'x50' tent we require 35'x55' of space.) Tents must NOT be moved by anyone but the staff from Special Occasions.