

## Terms and Conditions for ALL IN ONE PARTY SHOP LTD.

### RESERVATIONS

Early planning ensures product availability. To confirm your reservation, we require a 50% non-refundable deposit. The reservation deposit is your assurance that the items requested will be available on the day you booked. To accommodate your reservation, we will have to decline items to other clients, therefore, *cancellations may result in forfeiture of your deposit*. **Please be sure of your plans before making a reservation.**

- Your reservation will not be considered confirmed until the contract is signed and a deposit is received. The deposit is non-refundable after a 10 day grace period and will then be applied to pay the final reservation balance.
- If a reservation needs to be canceled, ALL IN ONE PARTY SHOP LTD will allow the client to move the rental to a future date (prices subject to change), *one time*, keeping the deposit valid on the contract. No refunds will be given if the event is fully canceled. If you need to cancel your event due to a PHO order we will postpone it to a future date or a credit will be placed on your account for a future rental.
- We require a valid credit card number on file for every booking which will be used at the completion of the contract if any extra charges ensue. The credit card will also be used for items not covered by our damage waiver (see below).

### PAYMENTS

A 50% non-refundable deposit is required to confirm your reservation and final payment is required 15 days in advance of the event date. ALL IN ONE PARTY SHOP LTD accepts the following payment types: cash, e-transfer, debit, direct deposit, company cheques and credit card. **All reservations and invoiced orders over \$1000 paid by credit card will be subject to a 2% service fee.**

### REDUCTIONS AND CANCELLATIONS (**DOES NOT APPLY TO TENT RENTALS**)

- Once a deposit has been paid and your order has been confirmed, reductions in numbers of more than 20% (e.g. 100 qty to 80 qty) of the original quantity ordered may be subject to a 50% cancellation fee.
- Cancellations of any item made 15 days or more prior to the event date may be subject to a 50% cancellation fee.
- Cancellations of any item made within 15 days of the event date may be subject to a 100% cancellation fee.
- Additions to your order can be done at any time depending on availability.

### DAMAGE WAIVER

All In One Party Shop Ltd offers an optional damage waiver on all rentals excluding tents. **This waiver will automatically be charged on your order, if you do not wish to use the waiver please let us know and we may take a cash damage deposit in its place.** A damage waiver is not insurance. The responsibility for rental equipment remains with the renter from time of receipt to time of return. Equipment left in the care of a third-party is still the responsibility of the renter. We ask you to take the necessary precautions to protect our equipment from theft, damage and inclement weather while in your possession. Lost, stolen or damaged items will be charged at replacement cost. This waiver covers reasonable, accidental damage to the equipment. It is non-refundable, even if your order is returned in perfect condition.

- Damage Waiver charge will be 10% of rentals (excluding tent charges) and will be applied to your rental balance.
- Damage Waiver covers broken items by normal use.
- Damage Waiver **does not** cover missing items. Full replacement value is charged for missing items. All broken or damaged items must be returned to All In One Party Shop. If items are not returned, they will be deemed missing and invoiced for replacement value.
- Damage Waiver **does not** cover damage from misuse/neglect/abuse/theft or unexplained disappearance.
- Damage Waiver **does not** cover any negligent damage to linens i.e.: ripped, torn, shredded, burned, wax, ink, mold, missing.
- Damage Waiver **does not** cover damages to any equipment if equipment is left to the elements (not covered or sheltered).
- Damage Waiver **does not** include any damages to tents.

### MISSING ITEMS

We will contact you with any missing item(s) from your order and allow one week for item(s) to be returned. If missing items are not returned, replacement charges will apply. More often than not, we will have items returned to us that are from the renter or venue. We will notify you of this and if the items are not picked up within 30 days they will be donated to a local charity.

### RENTAL PERIOD

All In One Party Shop offers a 3-4 day rental period for all reservations, you may receive your order the day before the event date and return the day after unless it's a Sunday then items are due back the next business day. If you are out of town or looking for a long term rental, and you will need specific dates for your rental, then please discuss options with us.

## CHECKING YOUR ORDER

Before your order is sent out, it is pulled and double checked however we aren't perfect! Please contact us immediately if you discover a discrepancy; if it is after hours please leave a message or send an email. We need to be notified prior to your event so we can attempt to fix the error, any notice after the event, the items will be considered missing. These same rules apply to equipment "not working", we need to be notified so we can try and fix the issue, reports of faulty equipment once the event is over will still result in regular rental fees.

## LIABILITY

The renter assumes all responsibility for all damages to rented equipment and agrees to release All In One Party Shop Ltd, it's directors, officers, shareholders and employees from any and all claims for damages to property or bodily injury. We do recommend that clients look into event insurance with their provider.

## DELIVERY AND PICK UP INFORMATION

Delivery schedules are finalized on the week of the rental and we will be able to give you an idea of a morning or afternoon delivery (your preference can be made upon booking your reservation). Unfortunately due to the demand during our peak season, we may be unable to fulfill all requests....but trust we do our very best! Rates are based on 'tailgate service' for all items that are not being installed by All In One Party Shop. Items will be unloaded and stacked within 20 ft from the truck unless special instructions have been discussed prior to delivery. It is not the responsibility of our crew to carry your rental items to where you would like them ie. around the back of your house or across your property. Please inform the office of any stairs, slopes, elevators or obstacles that may prolong delivery and incur additional charges. All In One Party Shop reserves the right to decline delivery due to danger to the crew or equipment. If our crew arrives to pick up your order at or after the scheduled time and your order is not ready for pick up, you will be charged \$50/hr for clean up or we will reschedule another time at an additional cost. Items must be left in the same location for pick up, as they were left on delivery. All chairs and tables must be broken down and stacked as they were left on delivery. All smaller items must be packed neatly in the containers that they arrived in.

## HOW TO AVOID EXTRA CHARGES

- Linen - pack dry to prevent mildew, shake out before placing in bins, do not use plastic bags as it encourages mildew.
- Dishes, flatware, food service equipment - rinse or scrape well and return free of food and garbage, place back in containers provided.
- Glassware - empty all contents and place upright in appropriate containers.
- Remove tape, ties, ribbon, staples, and felt pads from all tables, chairs and any other rental items.
- Return all containers, boxes, crates, dividers, inserts, and packaging materials or replacement charges will apply for missing or breakage.

## TENT RENTAL GUIDELINES

The renter must notify All In One Party Shop Ltd of all underground services such as gas lines, septic tank and sprinkler lines before installation. The renter is to assume liability and costs to any damage to underground services. All tents will be staked in the ground unless concrete weights have been booked (there is an extra charge for weights). Tents are the responsibility of the renter once installed, if you have any concerns during the rental, please contact us immediately using our after hours number if necessary.

- If your tent is in a public area, we suggest hiring security to avoid vandalism or damage.
- Do not use tape of any kind, staples, crepe paper on tent canvas or frame.
- Keep light bulbs and heaters a safe distance from the tent canvas.
- Do not cook under the tent, place the cooking source at the downwind side of the tent.
- Avoid bon fires, tiki torches and sparklers near the tent canvas.
- All in One Party Shop reserves the right to decline the set up of a tent and/or take down in the event of inclement weather or other causes that may damage our equipment or provide a safety risk to our crew.

**I have read and understood the Terms and Conditions for All In One Party Shop Ltd. This contract applies to 2023 events only, future bookings will be required to sign a separate contract.**

**NAME ON CONTRACT** \_\_\_\_\_ **CONTACT NAME(If BUSINESS)** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_