2025 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 may 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 and will be applied towards the final reservation balance.
- **No refunds will be given if the event is fully cancelled**.
- *We require a valid credit card number on file* (or a cash deposit) for every booking which will be used at the completion of the contract if any extra charges ensue for items not covered by our damage waiver (see below). If no credit card is provided then a 20% or $100 minimum cash deposit will be mandatory.

PAYMENTS

- A 50% non-refundable deposit is required to confirm your reservation and final payment is required 15 days in advance of the event rental date.
- Approved commercial accounts will be sent an invoice post event with 30 days to pay.
- Acceptable payment types include cash, e-transfer, debit, direct deposit, company cheques and all major credit cards.
- ***ANY TRANSACTION PAID BY CREDIT CARD WILL BE SUBJECT TO A 2.4% 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 will be subject to a 50% cancellation fee.
- Cancellations of any item made 15 days or more prior to the event date will be subject to a 50% cancellation fee.
- No refund will be issued if an item is cancelled within 15 days prior to the rental date.
- **Additions to your order can be done at any time depending on availability up to 48 hours prior to your rental date, an administrative fee (min. $10) will be applied to the order.**
- **An administrative fee will also be applied to any new order placed within 5 days of the rental date. Please plan ahead when possible!**

DAMAGE WAIVER (optional)

A 10% damage waiver will automatically be applied to the rental balance on your order, with the exception of tents, tent accessories, and farm/harvest tables. If you prefer not to use the waiver, please let us know. Lost or damaged items will be charged at replacement cost. This waiver covers reasonable, accidental damage to the equipment. A damage waiver is not insurance and it is **NON-REFUNDABLE, EVEN IF YOUR ORDER IS RETURNED IN PERFECT CONDITION.**

- Damage Waiver covers broken items by normal use only.
- Damage Waiver **does not** cover missing items. Full replacement value is charged for missing items. Where possible, all broken or damaged items should 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 (please refer to the linen care sheet with your order).
- Damage Waiver **does not** cover damages to any equipment if equipment is left to the elements (not covered or sheltered).
- Damage Waiver **does not** cover any damages to farm tables or harvest tables.
- Damage Waiver **does not** cover any tents or tent related equipment or accessories.

MISSING ITEMS

- If any items are missing from your order, we will contact you and allow 1 week for the items to be returned. After this period, full replacement charges will be applied to the credit card on file.
- If items are returned that do not belong to us, we will notify you and allow 30 days for you to arrange for their pickup. Any unclaimed items after this time will be donated to charity.

IS YOUR ORDER CORRECT?

Before your order is sent out, we carefully pull, test and double-check all items. However, we understand that mistakes can happen!

- Discrepancies: If you discover any discrepancies (e.g., missing items), contact us immediately. If it's after hours, please leave a voicemail or send an email. Reports made after the event will result in items being considered missing.
- Equipment Issues: Notify us prior to your event if you encounter any issues. This includes any equipment that is not functioning. We will work to resolve the problem, but reports made after the event will incur regular rental fees.
- User Equipment Errors: If we are called out to assist with a malfunction that is due to user error (e.g., faulty extension cords, not following instructions), additional call-out fees will apply.

HOW LONG DO I GET TO KEEP MY ORDER?

- For weekend events, the standard rental period is 4 days, with items available for pick-up on Friday and due back on Monday.
- For weekday events, rentals are typically picked up the day before your event and returned the following business day.
- If you require the rental items for a longer duration, please contact us directly to make special arrangements.

DELIVERY AND PICK UP INFORMATION

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 delivery vehicle.

- **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**.
- All In One Party Shop reserves the right to decline delivery due to danger to the crew or equipment, including inclement weather.
- 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 an additional pick up fee.
- For the rental pick up, all items must be stacked and organized in the same location as they were dropped off. All chairs and tables must be broken down and stacked. Smaller items must be packed neatly in the containers that they arrived in.

HOW TO AVOID EXTRA CHARGES

- Linen - to prevent mildew and extra charges, please ensure linens are dry when packing up. Please make sure all garbage and debris are shaken out of the linen prior to the return.
- 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.
- Tables and chairs – extra charges may apply if chairs or tables are returned soaking wet or covered in dirt/debris.
- Please remove tape, ties, ribbon, 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 may apply for missing or breakage.

TENT RENTAL GUIDELINES

- Please notify All in One Party Shop Ltd of all underground services such as gas lines, septic tank and sprinkler lines before installation.
- The renter assumes 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.
- In the event of heavy rain or snowfall, the client must ensure there is no snow or water buildup on the tent canopy.
- Site inspections may be required to ensure property sizing is accurate. The tent site must be free of raised garden beds, large planters, trees, tree branches, patio furniture, etc.
- **Extra charges will apply if our crew has to move furniture or other items prior to installing or striking a tent.**
- If your tent is in a public area, we suggest hiring security to avoid vandalism or damage. The tent is still the renter's responsibility.
- **Do not use tape of any kind, staples, or 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**.

LIABILITY

The renter assumes all responsibility for all damages to rented equipment and agrees to release All In One Party Shop Ltd, its 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. Rental items are not covered under All In One Party Shop's insurance once they are out of our possession. We ask you to take the necessary precautions to protect our equipment from theft, damage and inclement weather while in your possession.

I have read and understand the Terms and Conditions for All In One Party Shop Ltd. This contract applies to 2025 events only, future bookings will be required to sign a separate contract.

NAME ON CONTRACT_____ **CONTACT NAME (IF BUSINESS)**_____

SIGNATURE_____ **DATE**_____