

# ALL IN ONE PARTY SHOP LTD TERMS AND CONDITIONS – 2026

## ASSUMPTION OF RISK AND RESPONSIBILITY

The Renter assumes full responsibility for any loss of, or damage to, the rented equipment from the time it leaves the possession of All In One Party Shop Ltd. ("the Company") until it is returned in acceptable condition. The Renter agrees to indemnify and hold harmless the Company, including its directors, officers, shareholders, and employees, from any and all claims, demands, damages, losses, liabilities, costs, or expenses (including reasonable legal fees) arising out of or related to the use, possession, transportation, or storage of the rented equipment, including claims for property damage or bodily injury, except to the extent caused by the gross negligence or wilful misconduct of the Company.

The Renter acknowledges that the rented equipment is **not covered under the Company's insurance** once it is out of the Company's possession and is strongly encouraged to obtain event insurance through their own provider. The Renter agrees to take all reasonable precautions to protect the equipment from theft, damage, and inclement weather while in their possession.

## RESERVATIONS AND DEPOSITS

- A reservation is not confirmed until the Company receives a signed contract and a **non-refundable deposit equal to 50%** of the total rental charges. The deposit will be applied to the final balance. If the rental is cancelled for any reason, the deposit will be forfeited.
- A valid credit card must be provided and kept on file for all bookings. The Company is authorized to charge the credit card on file for any outstanding balances, damages, losses, cleaning fees, late fees, or charges not covered by the damage waiver (if applicable).
- If a credit card is not provided, in addition to the non refundable deposit, a cash deposit equal to 20% of the rental value or a minimum of one hundred dollars, whichever is greater, is required.

## PAYMENTS

- The remaining balance is due **no later than 15 days prior** to the scheduled rental or event date.
- Accepted payment methods include cash, e-transfer, debit, direct deposit, company cheques, and all major credit cards. **All credit card payments are subject to an additional 2.4% service fee.**
- Approved commercial accounts will be invoiced following the event, with payment due **within 30 days** of the invoice date.

## CHANGES, REDUCTIONS, AND CANCELLATIONS - *(Excluding tent rentals)*

Following confirmation of a booking:

- Reductions or quantity changes are permitted **up to 15 days** prior to the rental date.
- Reductions **within 15 days** of the rental date may result in penalties.
- **No reductions or changes** are permitted within **5 days** of the rental date.
- Additions may be made **up to 48 hours** prior to the rental date, subject to availability. An administrative fee (minimum \$15) applies.
- Rental payments are strictly non-refundable, regardless of inclement weather, unused items, or cancellations due to health or personal reasons.

## DAMAGE WAIVER

- A **10% damage waiver** will be added to the rental charges unless declined, verbally or by email, prior to final payment. The damage waiver does **not apply** to tents, tent accessories, or farm and harvest tables.
- The damage waiver covers **reasonable accidental damage** resulting from normal and intended use only. The damage waiver is **not insurance** and is **non-refundable**, even if all items are returned undamaged.
- Items not covered by the damage waiver will be charged at **full replacement cost**. Damaged items must be returned where reasonably possible.

### The damage waiver DOES NOT cover:

- Lost, missing or stolen items
- Damage caused by misuse, neglect or negligence
- Damage caused by weather or environmental exposure
- Damage to linen (wax, mildew, burns, tears, ink, dyes, foot prints)
- Unexplained disappearance of items

### The damage waiver DOES cover:

- Dishware and glassware with chips, cracks or breakage
- Linen with stains including wine, grease, coffee, food
- Rental items damaged from intended use

### DELIVERY AND PICKUP

- Delivery pricing is based on **tailgate delivery**, unless installation services have been booked. Items will be unloaded and placed within **20 feet** of the delivery vehicle.
- The Company's crew is not responsible for moving items beyond this point. The Company reserves the right to refuse delivery or pickup where conditions are unsafe or may result in damage to personnel or equipment.
- If pickup is attempted at or after the scheduled time and items are not ready, an **additional pickup fee (min \$75)** will apply.
- At pickup, all items must be returned to the same location as delivered; stacked, folded, and organized and packed in original containers where applicable.

### CONDITION OF RENTAL ITEMS

- Rental items are pre-inspected and confirmed in good working order before delivery or pickup. By renting from All in One Party Shop, you acknowledge and agree to inspect all equipment and report any concerns **before the event begins** to ensure it is in proper working condition. The Renter must report any missing items or equipment issues **prior to or during the event** via phone call/text message to emergency number or by email; we will make every reasonable effort to **resolve any issues before your event begins**.  
**Important:** Any equipment found to be **not working, damaged, or missing** that is **reported after the event has concluded** will be considered the responsibility of the renter. **No refunds, replacements, or credits** will be issued for issues reported post-event.
- If a service call is requested and the issue is determined to be caused by improper use, setup, or failure to follow instructions, **service or call-out fees may apply**.

### CARE OF RENTAL ITEMS AND CLEANING

The Renter is responsible for proper care of all rental items. **Additional charges (min \$50/hr or full replacement charges) may apply for:**

- Wet or mildewed linens
- Food or debris left on dishes or food service equipment
- Excessively dirty or wet tables and chairs
- Missing containers, crates, dividers, or packaging
- Tape, adhesive, decorations, or fasteners left on rental items

### TENT RENTALS

- The Renter must notify All In One Party Shop Ltd. of **all underground services** (gas lines, sprinklers, septic tanks) before installation. The Renter assumes **full liability** for any resulting damage.
- Tents are **staked unless concrete weights** are booked (additional charges apply).
- Once installed, tents are the **Renter's responsibility**. Any concerns during the rental must be reported immediately, including after hours if necessary.
- The Renter must prevent **water or snow buildup** on the tent canopy during heavy rain or snowfall.
- **Site inspections** may be required to confirm property suitability. The site must be free of raised garden beds, planters, trees, branches, patio furniture, or other obstacles.
- **Extra charges** apply if the crew must move furniture or other items for installation or removal (min \$50/hr).
- Tents in **public areas** should be secured with hired security to prevent vandalism; the Renter remains responsible.
- Do **not** use tape, staples, or crepe paper on the canvas or frame.
- Keep **light bulbs and heaters** at a safe distance from the tent canvas.
- Do **not cook or BBQ under the tent**; place cooking sources outside, downwind.
- Avoid **bonfires, tiki torches, and sparklers** near the tent.
- The Company reserves the right to **decline tent setup or removal** due to inclement weather or unsafe conditions.

### ACKNOWLEDGEMENT

By signing below, the Renter confirms they have read, understood, and agree to these Terms and Conditions. This agreement applies to **2026 events only**. Separate agreements are required for future bookings.

**Name on Contract:** \_\_\_\_\_

**Business Contact Name (if applicable):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_