



DELIVERY INFO 101

WHAT TO EXPECT ON DELIVERY DAY

On delivery day, our team will arrive at a pre-determined window of time to drop off your rental items. Our delivery scheduling is based on geographical location and as every delivery is different, specific times cannot be guaranteed. Our aim is to give as accurate a window as possible for deliveries but occasionally, unexpected surprises may cause delays. We will always do our best to communicate with clients on delivery day if delays occur. Delivery services are based on tailgate drop off within 20 feet of where our vehicle is able to park at the delivery location. All locations must be easily accessible to our crew and vehicles to ensure a smooth drop off; driveways must be clear of vehicles, campers etc. Please inform us if there are any stairs, slopes, trees, overhead wires or other obstacles that may make moving equipment on wheeled carts challenging or vehicle access difficult. If our crew must travel more than 20 feet from our delivery vehicle tailgate, additional cartage fees will be added to your order. **It is not the responsibility of our crew to carry your rental items to where you would like them.**

Before your order is sent out, it is pulled and double checked, however, we aren't perfect! We always recommend that the client (or a representative) be available to count all items to ensure the order is accurate. In the event of an error, 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/damaged. Please contact us immediately if you discover a discrepancy; any inaccuracies must be reported to one of the telephone numbers listed below by midnight of the event date. Missing or damaged items not reported by midnight of the event date will be the responsibility of the renter, if it is after hours please leave a message or send an email. To ensure the smooth delivery of your items, we also ask that a contact person & cell number be available for communications regarding your order. This info should be provided to our office prior to the delivery date. Responsibility for rental equipment remains with the client from the time of delivery to the time of pickup. Please be sure all equipment is secure and protected from the weather when not in use.

All marquee and frame tents must be delivered and set up by All in One Party Shop crew. All in One Party Shop reserves the right to decline delivery of rental items and/or 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. We will also decline delivery if our vehicle is unable to arrive safely ie. snow, ice, loose dirt or rock or steep incline.

WHAT TO EXPECT ON PICK UP DAY

On pick-up day, we ask that you have everything re-packed and ready to go by 10AM, unless otherwise arranged with the office. This means all rental items are packed and left in the same area that they were originally left. Tables & chairs must be folded and stacked, dry linen is placed in their respective bins and all dishes & cutlery are rinsed with water and placed back into their crates. Please note that any waiting, organizing of rentals or equipment breakdown on behalf the delivery crew will be billed out at \$100 per hour. We recommend taking a photo of your rental order after it's dropped off so you have a guide as to how things should be left for our return! Any items not left in the original drop off location are the responsibility of the client to return. Any additional delivery/pick up attempts are subject to extra charges.

IF YOU HAVE ANY QUESTIONS OR CONCERNS ABOUT YOUR DELIVERY, PLEASE DO NOT HESITATE TO ASK!

CAMPBELL RIVER 250 287 8159 / COMOX VALLEY 250 941 6678 / AFTER HOURS 250 287 0269