

Westminster Party & Tent Rentals Ltd. Policy Information

Our goal is to help you have a successful event. To avoid any future disappointments please take the time to read our policy information thoroughly.

Pricing:

All rentals are per day unless otherwise specified.

Reservation and Payment:

A 30% non-refundable deposit per item is required to book and guarantee reservation. Deposits are not transferable to any other rental item.

However, clients may reduce 30% of the original quantity per item by cut off day.

No cancellation and/or reduction will be accepted within two weeks of the event date. Last minute changes are difficult to make during our busy season.

Final payment must be paid two weeks prior to the event date.

Payment can be made by Cash, Debit, Visa, Mastercard or E-Transfer

We do **NOT** accept cheques for final payment.

Credit Card On File:

As the items are a rental only, we will require a valid Visa or Mastercard to be on file for the duration of the rental. If final balance has not been paid two weeks before the event we will apply the outstanding amount to the credit card we have on file. A charge to the credit card may be required to verify validity. Amount of charge to credit card is determined by amount of rentals, and discretion of management.

Credit Card numbers will **NOT** be accepted over the phone. If you are unable to stop by in person, we will send you our Credit Card Authorization Form for you to fill in, sign and return.

Broken, Damaged or Missing Items:

Rental prices do **NOT** cover damaged or missing items. Damages resulting from fire, water, theft, mishandling or vandalism is the client's responsibility. We do recommend providing overnight security for public locations. Please be sure that all rentals and packaging are stored in a secure, dry and protected area while they are in your possession. Any broken, damaged or missing items (including packaging containers) will be charged a full replacement cost.

It is the renter's responsibility to check and count all items upon either pick up or upon delivery. If any discrepancies are found, the renter must report them immediately. Failure to do so means our count is accepted as correct.

Delivery & Pick Up:

Delivery rates are based on 1 truckload of rental items.

Delivery site must be accessible for the truck to back up to the site. All deliveries are to ground floor only unless otherwise specified.

Additional charges will be applied on deliveries up and down stairs, elevators or more than 100 feet distance from where the truck stops. Please ask for a quote for these special circumstances.

Crates or boxes will be provided for most items. To ensure that you receive items undamaged and "table-ready" our delivery drivers will stack all crates/boxes in a convenient location upon delivery.

All delivery times will be an estimation only. We do not give specific times, but can give you a window of time, sometime between 9am and 5pm Monday to Saturday. Before and after hour delivery/pick ups, or delivery/pick ups on statutory holidays will be subject to an additional charge.

Tents & Dance Floors:

When a tent is to be set up, please prepare the area the day before including mowing the lawn, and marking any underground irrigation, gas or electric lines.

Returns of Rentals:

All rental items will remain with customer from time of pick up or delivery until items are returned to Westminster Party Rentals.

All tables and chairs must be collapsed and stacked before pick up unless otherwise specified. Additional charges will apply if Westminster Party Rentals has to fold down tables or chairs, or repackage tableware items.

All linen should be shaken free of trash, confetti, food and returned dry. A minimum \$15 cleaning fee will apply for candlewax, ink, crayons removal.

All rental items will be counted and checked when returned. However due to the large volume of orders we have, we will not be able to count and check items immediately upon return. Please be prepared to wait up to a few days after the event.

I read and accept the above policy info.

Date

Please call us with any additional questions or concerns.
Thank you.