



75 Milner Avenue  
Scarborough, Ontario M1S 3P6  
Phone: (416) 288-1846 Fax: (416) 288-9648  
[www.gervaisrentals.com](http://www.gervaisrentals.com)

**THANK YOU FOR YOUR BUSINESS!**

## **TERMS AND CONDITIONS/WARRANTY**

### **ORDERING:**

- A 25% non-refundable deposit is required to reserve all items. Items are not to be considered reserved until the deposit is received.
- An additional 25% deposit is required on all orders 180 days prior to delivery.
- **Tents booked after 180 days prior to delivery is subject to a 50% non-refundable deposit.**
- **All last minute tents booked 10 days prior to delivery are subject to 100% non-refundable payment.**
- Orders must be paid in full 10 days prior to delivery.
- **All credit charges above \$1,000.00 is subject to a 3% surcharge.**
- Rental of all items is based on a one-day use. Additional charges apply for multiple day usage.

### **CANCELLATIONS:**

- Cancellation of items: Once items are reserved; cancellations are subject to the following:
- Items cancelled 90 days or more prior to delivery are subject to a 25% cancellation fee.
- Items cancelled 60-89 days prior to delivery are subject to a 50% cancellation fee.
- Items cancelled 60 days or less prior to delivery will be charged a full cost.

### **CHANGES**

- Changes to your order: Once items are reserved; reductions are permitted and subject to the following:
- Quantities can be reduced by no more than 15% up to 90 days prior to your delivery date
- Quantities can be reduced by no more than 10% within 11 - 89 days prior to your delivery date
- Quantities cannot be reduced within 10 days prior to your delivery date (\*balance due date\*)

\*\*\*Quantities can be increased at any point in time, subject to availability

### **DELIVERY:**

- Standard delivery times are Monday - Friday 9:00am - 5:00pm and Saturdays 9:00am-3:00pm. Additional charges apply for deliveries / pick-ups outside of these hours.
- Deliveries / Pick Ups cannot be done at a specified time unless a prearranged "Dedicated Delivery / Pick Up" time has been agreed upon. Additional charges apply for "Dedicated Delivery / Pick Up" service.
- Additional charges apply in the event load in / load out access is difficult, excessive in distance, or time consuming.
- Additional charges apply in the event items are to be delivered to / picked up from non-ground level areas. Due to Health & Safety regulations, Gervais Party & Tent Rentals staff is not permitted to deliver/pick-up items by use of stairs
- Set Up / Dismantle is not included in the price of rental products. Set up / Dismantle can be arranged at an additional cost.
- Customer is responsible to ensure they (or a representative) are on site to accept delivery of their order.
- Customer is responsible to ensure that Gervais Party & Tent Rentals Ltd. has access to deliver / pick up the equipment on the specified dates. If a return trip is required, additional charges WILL apply.



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- Additional charges apply in the event items are not stacked/packed after their event, in a similar manner as they arrived in.
- For residential deliveries, all items are to be delivered to / picked up from a garage or backyard /covered area, provided there is easy access. Gervais Party & Tent Rentals staff is not permitted to deliver / remove items from within the home.
- All items are to be returned to the same location where they were delivered to. Failure to do so will result in additional charges.
- Customer agrees to ensure that all items remain in a safe and protected area from the time they are delivered, until the time Gervais Party & Tent Rentals Ltd. staff arrives to pick up.

#### **POLICIES / CUSTOMER AGREEMENTS:**

- Customer is responsible for any damaged or missing items while in their possession, and will be charged full replacement cost. In the event items are damaged or missing upon arrival, it is the customer's responsibility to notify Gervais Party & Tent Rentals Ltd. immediately by speaking with a representative or leaving a message.
- All China and Cutlery are rented and packaged in multiplies of 5. Glassware is rented by the dozen. It is the customer's responsibility to scrape plates, empty cups/glasses, and return all items into the containers in which they arrived in.
- Please ensure that you DO NOT double stack cups/glasses and over stack plates in order to avoid breakage.
- **PICK UP / RETURN ORDERS:** Vehicles must be fully enclosed when orders are being picked up/returned by customer.
- **Winter Conditions:** The Customer shall ensure that there is no snow or ice accumulation on the roof of the tent structure. Failure to do so will result in damage charges
- **Fire:** Although Gervais Party & Tent Rentals uses only flame-resistant fabrics in its tent structures; it does not warrant that all equipment is fireproof or flame-resistant. The Customer shall take every precaution to prevent fire and in the event of any neglect in this regard, the Customer shall make good any damage suffered by Gervais Party & Tent Rentals

CUSTOMER NAME \_\_\_\_\_  
(PRINTED)

Order Number: \_\_\_\_\_

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_