



# Millennium Tents & Event Rental Policies

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## MILLENNIUM TENTS & PARTY RENTALS LTD

We would like to help you to reach a successful event by avoiding future disappointments. Below are some answers to most common concerns when renting. Please take the time and read and sign our policy carefully.

### PRICING:

All rentals are per day unless prior arrangements have been made.

### RESERVATION AND FINAL PAYMENT:

50% NON REFUNDABLE deposit per item at time of booking is required to guarantee reservation. Deposits are not transferable to another rental/retail item.

Final payment is due upon the set up on the set up. All rental confirmation must be made one week prior to the event day.

No cancellation or reduction will be accepted 7 days prior to the event. During the summer season it is very difficult for us to make last minute changes.

Payment can be made by CASH, DEBIT, VISA, MASTERCARD. CHEQUES .A 5% service charge will apply to all the cc payments.

### SECURITY DEPOSIT:

A security deposit is required on all orders either in the form of a valid credit card (VISA OR MASTERCARD) imprint with a charged deposit .

Outstanding balances will be charged to your credit card or to the credit card left as security deposit. CC NUMBERS OVER THE PHONE WILL NOT BE ACCEPTED.

This is a routine policy advised as per The American/Canadian Rental Association.

### BROKEN, DAMAGED OR MISSING ITEMS:

Rental prices DO NOT cover damaged or missing items. Security of equipment is the responsibility of the client. Damages resulting from fire, theft, vandalism are the responsibility of the client. On site security is recommended for overnight stay on public locations.

Please be sure that all equipment is secured, dry and protected while it is in your possession; broken, damaged or missing items as well as all packaging containers or boxes will be charged to replace. Replacement costs will be charged post rental costs. We do encourage customers to check their orders upon pick-up or immediately when delivered. Please take the time and check your order completely to make sure you are receiving all items listed on your contract IT'S YOUR RIGHT ! and.....you will be asked to sign the contract. If you find any discrepancy, please advise our delivery Driver and our office immediately.

### DELIVERY & PICK-UP:

Delivery rates are based on one (1) truck load/crew. Drop off must be accessible to our truck tailgate (curbside, driveway, garage).

### ORDERS WILL BE DELIVERED TO GROUND LEVEL ONLY, OUR DELIVERY

Additional charges will be applied if equipment is to be carried up or down stairs, on elevators or more than 100 feet distance. Should you require delivery and pick-up beyond our truck tailgate or set-up and take down of tables and chairs, please request a quote prior to delivery or pick-up date. Special containers are provided for all items. To ensure that you receive items undamaged and "table ready", our delivery personnel are instructed to neatly stack all items in a mutually convenient place on delivery.