



## RENTAL AGREEMENT & POLICIES

Serving Peace Country & the South Okanagan

778-531-1159

[paradoxevents@rocketmail.com](mailto:paradoxevents@rocketmail.com)

In consideration of the hiring of the equipment from Paradox Tents & Events for the price and terms on your invoice, the customer agrees to the following terms and conditions:

### **Reservations, Deposits Cancellations**

A **NON-REFUNDABLE reservation fee** is required on all orders. Your deposit amount is calculated based on 25% on tents, tables & chairs, or 20% on all other event rentals.

**Quantity adjustments** on reserved items can be made 10 days prior to the pick-up/delivery date.

Refunds are not issued for rental **items returned unused**.

**Rental rates** are based on a daily rate unless otherwise specified. The *Service Date* on your invoice refers to the pick-up/delivery date, with additional details regarding return/pick-up arrangements. For late returns, beyond the agreed return date, a charge will be applied based on the established per-day / per-item rate.

## Delivery

All deliveries & setup charges will be quoted based on a return trip calculation to the event location and labour. Travel is calculated based on \$1.25 per km. Labour is calculated at \$50/hr per person.

Orders will be delivered to ground level, with additional charges for carting up and down. This policy applies to all rentals.

After-hours and statutory holiday delivery/pick-ups will be subject to an additional charge.

## Cleaning / Wear & Tear

A non-refundable Cleaning / Wear & Tear Fee applies to all rental items, except tent rentals, equivalent to 10% of the total rental cost, before taxes.

## Equipment Returns - Inspection, Damage

It is the renter's responsibility to **check and count all items** upon delivery/pick-up and prior to returning. Any discrepancies are to be reported to us immediately.

All rentals are to be **returned in the containers provided**. Clear plastic bags will be provided for linen returns.

**Linens** are to be shaken free of food and debris prior to dry linens being placed in clear plastic bags.

**Dishes, cutlery, and all other catering rentals** must be rinsed free of food. A fee of \$0.20 per cutlery item or dish will be charged for additional cleaning.

**Tents, tables, and chairs** must be returned in a clean state. An additional cleaning fee applies for items returned unclean.

**Tables and chairs** are to be ready for pick up, and stacked as provided upon delivery. Additional labour fees will apply if equipment needs to be torn down from the event at a rate of \$100/hr, 2 hr minimum.

**Full replacement cost** of event equipment applies in cases of:

- Loss or damage due to theft, mysterious disappearance, or shortage of equipment upon the return.
- Loss or damage that occurs due to improper handling or transportation.
- Malicious or intentional damage.
- Wax, paint, pen, marker, burns, or related damage.

In the event of any accident or incident causing bodily injury or property damage as a result of the use of, or the renting of, Paradox Events Group equipment, the customer agrees to accept full responsibility and shall indemnify and save harmless Paradox Events Group, its directors and employees, arising from any actions, claims, suits, or judgments which may arise from the use, transport, or storage of the equipment.

## **Payment Terms**

Accepted payment methods are credit cards, cash, or e-transfers. E-transfers are to be sent to [paradoxevents@rocketmail.com](mailto:paradoxevents@rocketmail.com) with the password “rentals”

**To secure your reservation**, a non-refundable reservation fee is required on all orders (25% on tents, tables & chairs, or 20% on all other event rentals). 50% of the remaining balance is due 30 days from your event date, with confirmation of your final numbers. The full balance of your invoice is due 10 days prior to your event.

A **credit card is required** to secure each reservation, regardless of the client’s preferred payment method. This card will be processed in the event of late payments, outstanding balances, or damages. See the authorization form below.

**Interest** will be charged at a rate of 2% per month (24% per Annum) on all overdue accounts calculated as of the day of rental.