

# Policies and Procedures

## Quotation/Inquiry

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We would be happy to give you a quotation on your rental needs, but remember a quotation has an expiry date, and does not guarantee the availability of the rental items you have inquired about nor do you need to apply a deposit for a quotation/inquiry.

## Reserving

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Quotes and Inquires do not guarantee availability of rental equipment. Equipment and items will be reserved only upon receipt of a security deposit, and a signed rental contract. All reserved equipment (i.e. tents, tables, chairs, dance floors, etc) is subject to a 25% cancellation fee.

## Security Deposit

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For Cash Customers this security deposit is 25% of the rental (there are some items that require a different deposit), paid by cash, debit card or credit card. This security deposit is held until the rental transaction is complete and all rental items have been returned. Providing all items are returned in good order and on time this security deposit will be returned in the same manner in which it was paid (cash, debit card or credit card).

## Cancellation Fee

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Orders require a 25% down payment at the time of booking on all non-account orders. A "valid" credit card number (which is authorized), debit card (which is authorized) or cash deposit is held for security until the items are returned in full. The amount of the security deposit will be determined based on value of order. Proof of I.D. in the form of a driver's license is also required upon pick-up.

An Administration Fee of 5% (minimum \$25.00) will be applied to any cancelled order, provided we have received cancellation notice at least 2 weeks prior to the delivery or customer pick-up date. A 50% charge applies with less than 2 weeks' notice of the delivery or customer pick-up. Orders cancelled with less than 48 hours' notice prior to the delivery or customer pick-up date are subject to a 100% cancellation charge. 100% cancellation charge applies for any orders that have been staged (which means that the truck has been loaded or the order has been prepared), or cancelled on delivery at the customer's site regardless of equipment delivered.

Orders adjusted with less than 48 hours' notice prior to the delivery or customer pick-up date are subject to a \$25.00 adjustment fee. Some exceptions apply

pending labor involved to adjust order. 45 days' notice is required on all tents/concession/amusement/subcontracted equipment. Some exceptions apply. Refunds are not issued for rental items returned unused.

It is your responsibility to check your invoice prior to delivery to make sure that any human error in order entry is corrected. We will pack and deliver the items listed on your invoice. Handy Special Event is not responsible for items that assumed to be rented which are not on the order.

## Rental Protection Plan

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Handy Special Events bills for damaged rental items unless the Damage Protection Plan is purchased. Our Damage Protection Plan is a damage waiver and not insurance and does not cover loss or theft. The Damage Protection Plan is a 12% protection charge and it will be charged automatically to the contract for all rental items unless declined, see below.

As this is a Damage Protection Plan, it will not cover the cost of lost or stolen items. Replacement charges may be refunded if missing items are returned within 30 days. For this reason, the customer may have to return damaged items to be eligible for any protection coverage. Loss or damage that occurs due to improper handling by transportation, courier or related companies is also not covered by the Damage Protection Plan.

To decline the Damage Protection Plan, please inform your rental sales consultant prior to the delivery or customer pick-up date. An additional release waiver releasing Handy Special Event of any liability will require completion upon decline of the optional damage protection and must be completed before you receive your order.

Without the Damage Protection Plan the client pays full retail replacement cost on damaged items. This includes equipment damaged from wind, weather, fire, etc. The cost for missing and damaged items will be charged to you. Please refer to equipment handling and cleaning information reference sheets.

Notification of damaged or missing items MUST be reported by calling (306) 933-2727 upon delivery/customer pick up or as soon as noted. Please contact our 24 hour emergency service at (306) 933-2727 after hours to report such items.

## Final Counts and Payment

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Final counts for the rental items are due 14 days before the event date. At this time the final payment is also due. Your order is assembled and considered complete 2 days before the event. You can make changes after this date, but each change is subject to a \$25 change fee. Orders that are to be delivered will only be scheduled for delivery when full payment is made.

## Tent Site and Outside Event Preparation

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Please be sure your site is ready before our crews arrive. All phone, gas, power lines, septic systems or any systems or conditions that may interfere with the ability to stake and/or anchor must be clearly marked. We have a check sheet that can help you with this task. Lawns should be mowed and any spraying complete. Please move vehicles out of the way. For set ups including tents, you or your designate should be present to ensure correct placement. Some tent sites require custom installations (i.e. on asphalt, decks, immovable obstructions, etc.) and these installations need to be arranged at the reservation time for correct pricing and extra time arrangement.

## Delivery Service

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One of our services is delivery, which should be booked in advance. If you have requested delivery, the rental order will be delivered to a prearranged location. You or your designate should be available to count all items upon delivery. Should you not make a count of the items; our count will be considered as correct. We do our very best to honour your delivery request time, however sometimes changes do become necessary. If this is the case we stay in communication with you. Delivery charges are based on the distance to the location, the size, the difficulty of transport in the venue, the number of stairs, the availability and size of the elevator.

## Pick-up Service

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You can arrange in advance for pick-up of the rental order. All rental items must be ready for pick up at scheduled times and placed in their original storage containers. If you do not have someone on site at the time of pick up, you agree to accept Handy Special Events counts at the time of pick up.

All floral arrangements, trash, and decorations of any kind should be removed from the equipment before scheduled pickup time. All tents should be empty. All tables and chairs should be stacked as delivered and assembled at a single location for pickup. All dishes, glassware and cooking equipment, should be returned to proper rack or container and assembled at a single location for pickup. Dishes glasses, and flatware must be well rinsed and food and particle

free. Linens should also be food and particle free, shaken out and placed into the laundry bags provided. If linen is damp or wet let it dry before placing in the laundry bag. DO NOT close laundry bags up in plastic (shipping crates, etc), DO NOT place linen in plastic bags (garbage or shopping, etc), DO NOT wash linen or attempt stain removal or leave in a hot area (i.e. vehicle).

At Handy Special Events we try our hardest to ensure each customer receives top grade linen therefore additional cleaning charges may apply and any permanent damages will be at full replacement charges. Damages could include: rips, holes (of any size), tears, burns, snags, mold or mildew. Additional cleaning fees could include: excessive ink, excessive food/grease, wax, stains, etc. All damages or cleaning charges are as per our assessment. To avoid damages and additional cleaning fees, we do not recommend the use of candles with our linen. Any items not ready for pickup will be subject to additional charges.

## **Missing Items**

It is common to have missing equipment at an event due to the number of people handling the equipment, including your guests, caterer, site personnel, cleaning crews and other people working at the event. Often, equipment is unattended overnight. For your own satisfaction, it is best for you to count-in the equipment with our driver at pick-up so that you can verify any missing equipment at that time.

If missing items are found after our scheduled pick-up, you are responsible for returning those items to our warehouse in a timely manner to avoid additional rental charges. We can return to your location and pick them up for an additional charge.

## **Tents and the Weather**

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Tents are temporary structures, not designed to handle extreme weather conditions. With extreme conditions, such as high winds or extreme lightning, it is unsafe to be in a tent and we recommend immediate evacuation. We provide a 24 hour on-call service in case of an emergency. There may be some instances where a predicted or actual storm or excessive winds, where we will dismantle any equipment that has been previously installed to ensure the safety of all involved.

## **Customer's Responsibility**

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Responsibility for the rental equipment remains with you from the time you pick it up or when it has been delivered until the time you return it or when it is picked up. Please be sure all equipment is secured when not in use and protected from the weather; such damage to rental equipment or loss of rental equipment will incur additional charges.

**Note: To avoid additional charges please make sure**

- ✓ the site is ready and accessible when the crew arrives
- ✓ all rental equipment is ready for pick-up at the pre-arranged pick-up location
- ✓ all chairs and table are stacked and bagged as delivered
- ✓ food service items are rinsed food free
- ✓ BBQs and griddles are cleaned