



Phone:
604 653 9000

Email:
magnatents@gmail.com

Serving
Vancouver
British
Columbia

RENTAL CONTRACT

RESERVATIONS

Early planning ensures product availability. To confirm your reservation, we require a 50% non-refundable deposit. The reservation deposit is your assurance that the items requested will be available on the day you booked. To accommodate your reservation, we will have to decline items to other clients, therefore, cancellations may result in forfeiture of your deposit. Please be sure of your plans before making a reservation.

Your reservation will not be considered confirmed until the contract is signed, and a deposit is received. The deposit will then be applied to pay the final balance of the rental cost. If a reservation needs to be canceled, Magna Tents & Party Rentals Ltd. will allow the client to move the reservation to a future date once (keeping the deposit valid on the contract). Prices are subject to change. No refunds will be given if the event is fully canceled. If you need to cancel your event due to a Public Health Order, we will postpone it to a future date, or a credit will be placed on your account for a future rental within one year of the original date.

We require a valid credit card number on file for every booking which will be used at the completion of the contract if any extra charges ensue. The credit card will also be used for items not covered by our damage waiver (see below).

PAYMENTS

A 50% non-refundable deposit is required to confirm your reservation and final payment is required 14 days in advance of the event date. Magna Tents & Party Rentals Ltd. accepts the following payment types: credit card, e-transfer, debit, direct deposit, cash and company cheques on approved accounts.

REDUCTIONS AND CANCELLATIONS (DOES NOT APPLY TO TENT, WASHROOM TRAILER OR DANCE FLOOR RENTALS)

Once a deposit has been paid and your order has been confirmed, reductions of more than 10% (e.g., qty:100 to qty: 80) of the original quantity ordered may be subject to a 50% cancellation fee.

Cancellations of any item made within 14 days of the event date may be subject to a 100% cancellation fee.

Additions to your order can be done at any time depending on availability.

DAMAGE WAIVER

Magna Tents & Party Rentals Ltd. has a damage waiver on all rentals, excluding tents. This waiver will automatically be charged on your order. A damage waiver is not insurance. The responsibility for rental equipment remains with the renter from time of receipt to time of return. Equipment left in the care of a third-party is still the responsibility of the renter. We ask you to take the necessary precautions to protect our equipment from theft, damage, and inclement weather while in your possession. Lost, stolen or damaged items will be charged at replacement cost. This waiver covers reasonable, accidental damage to the equipment. It is non-refundable, even if your order is returned in perfect condition.

Damage Waiver charge will be 10% of rentals (excluding tent charges) and will be applied to your rental balance.

Damage Waiver covers broken items by normal use.

Damage Waiver does not cover missing items. Full replacement value is charged for missing items. All broken or damaged items must be returned to Magna Tents & Party Rentals Ltd. If items are not returned, they will be deemed missing and invoiced for replacement value.

Damage Waiver does not cover damage from misuse/neglect/abuse/theft or unexplained disappearance. Damage Waiver does not cover any negligent damage to linens e.g.: ripped, torn, shredded, burned, wax, ink, mold, missing.

Damage Waiver does not cover damages to any equipment if equipment is left to the elements (not covered or sheltered).

Damage Waiver does not include any damages to tents.

MISSING ITEMS

We will contact you with any missing item(s) from your order and allow one week for item(s) to be returned. If missing items are not returned, replacement charges will apply.

RENTAL PERIOD

Magna Tents & Party Rentals Ltd. offers a 3–4-day rental period for all reservations, you may receive your order the day before the event date and picked up the day after. If you are out of town or looking for a long-term rental, and you need specific dates for your rental, please discuss options with us.

CHECKING YOUR ORDER

Before your order is sent out, it is pulled and double checked; however sometimes mistakes are made. Please contact us immediately if you discover a discrepancy; if it is after hours, please leave a message or send an email. We need to be notified prior to your event so we can attempt to fix the error. If notice is received after your event, the items will be considered missing. These same rules apply to equipment not working, we need to be notified so we can try and fix the issue, report of faulty equipment once the event is over will still result in regular rental fees.

LIABILITY

The renter assumes all responsibility for all damages to rented equipment and agrees to release Magna Tents & Party Rentals Ltd. its directors, officers, shareholders, and employees from any and all claims for damages to property or bodily injury. We do recommend that clients look into event insurance with their provider.

DELIVERY AND PICK UP INFORMATION

Delivery schedules are finalized on the week prior to the rental, and we will be able to give you an idea of a morning or afternoon delivery (your preference can be made upon booking your reservation). Unfortunately, due to the demand during our peak season we may be unable to fulfill all requests, but trust we do our very best!

Rates are based on tailgate service for all items that are not being installed by Magna Tents & Party Rentals Ltd. Items will be unloaded and stacked within 20 ft from the truck unless special instructions have been discussed prior to delivery. It is not the responsibility of our crew to carry your rental items to where you would like them e.g., around the back of your house or across your property.

Please inform the office of any stairs, slopes, elevators, or obstacles that may prolong delivery and incur additional charges. Magna Tents & Party Rentals Ltd. reserves the right to decline delivery due to danger to the crew or equipment.

If our crew arrives to pick up your order at or after the scheduled time and your order is not ready for pick up, you will be charged \$75/hr per employee on site, for clean up or schedule another time at an additional cost. Items must be left in the same location for pickup, as they were left on delivery. All chairs and tables must be broken down and stacked as they were left on delivery. All smaller items must be packed neatly in the containers that they arrived in.

HOW TO AVOID EXTRA CHARGES

Linen – pack dry to prevent mildew, shake out before placing in bins, do not use plastic bags as it encourages mildew.

Dishes, flatware, food service equipment – rinse or scrape well and return free of food and garbage, place back in containers provided.

Glassware – empty all contents and place “cup side” up.

Remove tape, ties, ribbon, staples and felt pads from all tables, chairs, and any other rental items.

Return all containers, boxes, crates, dividers, inserts and packaging materials or replacement charges will apply for missing items or breakage.

TENT RENTAL GUIDELINES

The renter must notify Magna Tents & Party Rentals Ltd. of all underground services such as gas lines, septic tank, and sprinkler lines before installation. The renter is to assume liability and costs to any damage to underground services. All tents will be staked in the ground unless concrete weights have been booked (there is an extra charge for weights). Tents are the responsibility of the renter once installed, if you have any concerns during the rental, please contact us immediately using our after-hours number if necessary. If your tent is in a public area, we suggest hiring security to avoid vandalism or damage.

Do not use tape of any kind, staples, crepe paper on tent canvas or frame.

Keep light bulbs and heaters a safe distance from the tent vinyl.

Do not cook under the tent, place the cooking source at the downwind side of the tent.
Avoid bon fires, tiki torches and sparklers near the tent vinyl.

Magna Tents & Party Rentals Ltd.reserves the right to decline the set up of a tent and/or take down in the event of inclement weather, wind or other causes that may damage our equipment or provide a safety risk to our crew.

I have read and understood the Terms and Conditions for Magna Tents & Party Rentals Ltd.

NAME ON CONTRACT _____

CONTACT NAME (IF BUSINESS) _____

SIGNATURE _____ **DATE** _____