
CANCELLATION:

- A 5% *Administration Fee* based on the value of the order (minimum \$35.00), will be retained for all orders cancelled **more than 2 weeks** from the delivery or customer pick-up date.
- A 50% cancellation charge applies with **less than 2 weeks** notice of the delivery or customer pick-up.
- **45 days notice** is required on all tents/concession/amusement/subcontracted equipment.
- Refunds are not issued for rental items returned unused.
- A 100% cancellation charge applies to all orders cancelled or reduced after **final confirmation**.
- Additions with less than 48 hours notice **prior** to the delivery or customer pick-up date will be accommodated based on availability & time.

SECURITY DEPOSIT:

- A security deposit is required on all non-account orders with a "valid" credit card number which is authorized.
- The amount of the security deposit will be determined based on the value of the order.
- Proof of I.D. in the form of a driver's license is also required on pick-up.

CLIENT RESPONSIBILITY:

- Equipment remains the responsibility of the customer from the time of delivery/customer pick-up to the time of its return.
- **Notification of damaged or missing items MUST be reported by to BOLD IMPRESSIONS upon delivery/customer pick-up or as soon as noted.**
- The customer will not abuse, misuse or damage the equipment.
- Customer shall not permit any repairs to be made without consent.
- The customer is responsible for the safety and security of those using the equipment and has planned accordingly.
- In the event of any accident or incident causing bodily injury or property damage, the customer agrees to accept full responsibility and shall indemnify and hold BOLD IMPRESSIONS/SPECIAL EVENT RENTALS harmless from any claims, actions or judgements. The customer agrees to pay any legal costs incurred by BOLD IMPRESSIONS/SPECIAL EVENT RENTALS in defending any such legal actions.
- The customer agrees to provide a full written report on any incident or accident including the names and addresses of those involved, and witnesses.

CLEANING REQUIREMENTS:

- All dinnerware, silverware, glassware, etc., must be completely scraped and rinsed food free, repacked in the same containers and packaging and returned in the same manner as delivered or picked up. All candleholders and votives must be returned free of wax. Items not meeting these conditions are subject to additional fees.

LATE RETURNS:

- Rental items returned after the scheduled return date on the applicable contract will be subject to late charges, based on specific item and each day overdue.

DELIVERY/PICK-UP:

- Orders being delivered/picked-up are to ground level only, in the vicinity of the delivery vehicle. Additional charges will be applied if articles are to be carted up or down stairs, on elevators, or more than minimal distances.
- Large orders that require an upgraded delivery vehicle (tables, chairs, etc.) will be automatically charged \$99.00 for Delivery/Pick-up in Moose Jaw
- The following charges are applicable for all orders placed BEFORE NOON for delivery/pick-up the next day or later:
 - \$59.00 Regular Delivery/Pick-up Charge in Moose Jaw (All Day Window: 9am – 5pm)
 - \$79.00 Specified ½ Day Delivery/Pick-up Charge in Moose Jaw (Morning 9am – 12pm or Afternoon: 12pm – 5pm)
 - \$99.00 Specified Exact Time Delivery/Pick-up Charge in Moose Jaw (Minimum 1 hour window)
 - Out of Town Delivery/Pick-up: Mileage is calculated pending location and crew required. Please inquire for rates.
 - After Hours Delivery/Pick-up: Additional charges apply when delivery/pick-up is outside normal business hours. Please inquire for rates.

DAMAGE PROTECTION OPTION:

A 10% damage protection charge will automatically be added per contract to all rental items (unless declined). Damage Protection (DPR) will cover either the first \$100.00 of broken or damaged equipment and 50% of any additional damage or breakage. The remaining 50% will be the customer's responsibility.

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

To decline the optional damage protection, please contact BOLD IMPRESSIONS **prior** to the delivery or customer pick-up date. An additional release waiver releasing BOLD IMPRESSIONS/SPECIAL EVENT RENTALS of any liability will require completion upon decline of the optional damage protection.

PLEASE CONTACT BOLD IMPRESIONS AT 306-684-0628 OR 306-684-0628 FOR ANY ADDITIONAL QUESTIONS OR CONCERNS.

YOUR BUSINESS IS APPRECIATED!