

## TERMS & CONDITIONS

1. **Deposit:** Create Shade Party Tent Rentals requires a 30% deposit at the time of booking to confirm your order with our company. Deposits non-refundable. The balance owing is then due in full upon set up day.
2. **Permits:** Unless other arrangements have been made in writing, the Customer agrees to obtain all necessary permits (municipal or otherwise) at their expense and deliver same to Create Shade Party Tent Rentals before installation of the equipment.
3. **Site:** The Customer agrees to clear the site upon which the equipment is to be installed of all structures and other impediments. Create Shade Party Tent Rentals shall not be responsible for damage to the ground or any paved portion of the site, nor for damage to trees, flowers or shrubs adjacent to the lands resulting from the installation of the equipment. If the terrain is not suitable to hold the type of stakes normally used to secure the tents, an additional charge will be made for special posts or other equipment as required.
4. **Delivery:** When an order is being delivered Create Shade Party Tent Rentals requires being able to drive right to the site and unload to make the delivery or set up the event. If this is not permitted then additional charges may be apply. Out of town deliveries are subject to additional charges.
5. **Storm Conditions at the Time of Installation:** If, in the opinion of Create Shade Party Tent Rentals, the weather conditions at the time of tent installations are such that there is a clear risk of damage to the equipment during installation procedure, Create Shade Party Tent Rentals shall elect to postpone the installation until the following day or a clear break in weather.
6. **Underground Services:** Prior to the commencement of installation, the Customer shall clearly identify to Create Shade Party Tent Rentals the location of all underground pipes, wires or other utility equipment on the grounds. In the event of default in this connection, the Customer shall be responsible for all damage to said utilities caused by tent stakes or other equipment.
7. **Damage to the Rentals Items:** The Customer shall be liable to Create Shade Party Tent Rentals for all damage including but not limited to the disappearance, soiling, staining, and burning as well as breakage of all or any part of the equipment.
8. **Acts of God:** Create Shade Party Tent Rentals shall not be responsible to the customer for any delays or non completion of the contract caused by the Acts of God, strikes, boycotts, civil insurrections or commotion or any other outside of Create Shade Party Tent Rentals' control.
9. **Fire:** Although Create Shade Party Tent Rentals uses only flame resistance fabrics in its tent structures, it does not warrant that all equipment is fireproof or flame resistant. The Customer shall take every precaution to prevent fire and in the event of any neglect in this regard, the Customer shall make good on any damage suffered by Create Shade Party Tent Rentals.
10. **Accidents:** The Customer shall take all necessary precautions to prevent accidents accruing as a result of persons falling over or coming into contact with the tent or any of its support structures (including guy ropes, wires, stakes and other equipment used to support and secure the tent). In the event of any accident occurring in this regard, the Customer indemnifies Create Shade Party Tent Rentals against all claims, damages, fees and expenses of such accidents.
11. **Vandalism:** The customer shall take all necessary precautions to prevent loss of or any damage to the equipment by vandalism, defacement, theft, arson or other unlawful behaviour, and in the event of default in this connection, the Customer shall be responsible to make good on all such loss or damage.
12. **Decorations:** The Customers agrees that no decorations shall be constructed under the tent within a distance of 10 inches from the roof of the tent. The Customer agrees that no tape, glue, etc. will be used on the tent, walls, tables, or chairs as a damage/cleaning charge will apply.