

# Alamo Event Rentals Terms & Policies

## Renting:

All Rental Prices are directed toward a 24hour rental between the days of Monday- Thursday. Friday and Saturday rentals are to be returned Monday between hours of 9am- Noon otherwise extra rental charges will be applied to the account. If you cannot meet the required time periods please call the office in advance to make arrangements. All business profiles require a credit card on file, as well all corporate accounts also MUST have an Credit Card Authorization Form filled prior to delivery.

## Delivery and Pick Up:

Delivery and pick up rates are solely based off of location of event and time. Pick up: On date associated with invoice anytime after 10am-close. Returns: Between 9am-Noon. Same day delivery and pick up is associated with an extra cost.

### Regular Delivery and Pick Up Hours :

Monday 9am- 6pm

Tuesday 9am- 5pm

Wednesday 9am- 5pm

Thursday 9am- 5pm

Friday 9am- 6pm

Saturday 9am- 1pm

(If otherwise specified from any of the hours stated above will result in further charges)

## Set Up and Tear Down:

Set ups for Canopies, Tents, and Staging is available at an extra cost upon the cost of rental. Please call to make sure future arrangements are set (minimum a week prior to event or additional charges will be placed) in order to fulfill your event needs. Theres additional charges for setting tables and chairs. Set-Up does not include linen and table setting. Set up and tear down service is available at additional cost.

## China Usage:

All china, flatware& glassware and any food service items must be rinsed, food free and packed in the original containers they are in.

## **Linen:**

Excess of food or items placed on linen must be removed and bagged.

## **Lost or Damage Items:**

A 5% damage waiver will be added to all orders. The damage waiver protects you up to 150\$ worth of damaged or missing product; also includes the loading and offloading of our goods on premise. However, failing to agree to the damage waiver will result in being charged in FULL for the breakage or loss of product and responsibility of the client to load and off load themselves.

## **Tents:**

Cannot put any excess product or celebrations on the entirety of the Tents (walls and poles included) unless specified and confirmed by the office. Failing to communicate with us; i.e leading to damage of Tarps, Poles, Windows or any product contributing to the tent set up will be charged in full to client at cost.

## **Payments and Cancellation:**

Orders cancelled within a 3-day period of delivery will result in only 50% rein-burst to the account or to future inquiry due to restocking fees and last minute notice. Deliveries or Pick ups Cancelled day of will lose the entirety of there payment and will be subject to a cancellation fee. We accept Cash, E-transfer, Visa, MasterCard, and American Express. All orders/events must be paid in FULL and CONFIRMED prior to delivery of your goods.

**Alamo Event Rentals**  
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