



FAQs About Party Rental

Have questions about event rentals? Look through our FAQ's or contact us today for a free consultation!

How does the pricing work?

The rental rates quoted are for 48 hours. Weekend events are considered one rental period. To rent for a longer period, we will provide a weekly or monthly custom rate. All charges are for time out, whether used or not.

Can we get a quote?

Yes. We are pleased to provide a free quote upon request either by email or on phone.

Is there a minimum order size?

Yes, \$30

When do we pay for our order?

Payment is due before the items are released to the customer.

What form of payments are accepted?

We accept Debit cards, Visa, MasterCard, Email transfer, and cash. Cheques are only accepted from corporate customers.

How early can we make our reservation?

The earlier the better. Our items are reserved for rental on a first-come, first-serve basis so we recommend booking your items as soon as possible. For large events, we suggest that you book as soon as you have determined your guest list or at least 2-5 months in advance. For smaller events, usually 2-4 weeks before the date of your event. Please note that December and summer months are peak periods and advanced booking is recommended. Early planning ensures product availability.

Is there an advance payment?

Yes. We require a non-refundable 25% down payment to confirm a reservation. Items are not to be considered reserved until the down payment is received. This enables us to make sure that items required are reserved and available to you on the date requested.

Are there any charges for cancellation?

Yes. In addition to the non-refundable down payment as mentioned above, 50% of the invoice must be paid for cancellations made between 3 days to 1 day before the scheduled delivery date, and 100% of the invoice must be paid for a cancellation less than 24 hours before the scheduled delivery date/time.



Can I add or change items to my order?

We ask that you finalize your order at least 3 business days before your scheduled delivery or customer pickup date. This time frame allows your order to be properly built, packed, and checked to ensure that your order is complete and ready for your event on time. Even with our large selection of rental items, last-minute changes to an order cannot be guaranteed due to earlier reservations from our other clients. Please try to reserve your items well in advance to guarantee their availability.

Can we look at your inventory before renting?

Yes. You can do so at 781 Main St E, Milton - Unit 28

When do we pick up and return our order?

You can pick up the items the business day before the event and must return them the following business day to avoid late charges.

Do you deliver at our door and is there a delivery charge?

Yes, we do deliver. The delivery charges vary according to the distance and will be quoted while making the reservation.

When do you deliver and pick up?

We typically deliver one business day before your event and pick up on the next business day following your event.

The delivery and pick-up dates are indicated on your order confirmation.

Do I need to be present to receive a delivery?

It is not required you to be present on delivery, but to ensure you receive everything you have rented it is beneficial if someone is there on delivery to check the items received and notify our office of any discrepancies.

Do we need to pay extra for delivery or pick up at a specified time or outside of normal business hours?

Yes. Our standard delivery charge is subsidized and does not fully cover our actual costs for delivery, including the cost to run the truck as well as the wages of the driver and the crew in a truck. Delivering at a specific time or outside of routine business hours prevents us from organizing tasks into efficient workflows and routes.

Do you set up and tear down?

No, not usually, except for tents. However, with sufficient notice, we can handle such requests at an additional charge.



Who is responsible for the equipment's return in good order?

You. The customer oversees the rented equipment from the moment of receipt till delivery and is responsible for all breakage and loss of rented equipment and containers. All items should be secured and protected from the elements, theft or damage. Shortage must be reported prior to the event or the invoice quantities will be considered received.

How much do you charge for the loss of rental equipment?

We charge in full for any missing or damaged items at retail replacement cost.

How do we prepare the event rentals for pick up?

Tables and chairs should be taken down and stacked for pick up from a single location. All crockery and cutlery should be rinsed clean and repacked in their containers. Linens should be debris-free and dry on return. Any moldy linens can result in further charges, whereas any linens damaged by wax or burns will be charged to the customer for their replacement cost.

We do not dismantle and clean up your party. Our labor rate is \$50.00 per man-hour if we must take down and fold tables and chairs and hunt for our equipment. If our driver cannot locate the items or get access to where they are, the delivery or pickup fee will apply and be charged a second time for the return trip. Please remove everything which has not been rented from Meadowvale Party Rentals, from under the tent after your party. We must charge an additional pick-up fee if we must come back later.

Do we need to wash linens, tableware, or flatware?

No. But please shake out the linens to make sure they are particles-free and rinse or clean dishware, glassware, and flatware to ensure they are free of any vestiges of food. If the linens are wet, please let them air-dry before putting them in the bags.

Is the item list on your website or brochures exhaustive?

No. We continually add new items to our inventory. If the item you need is not listed, it is still worthwhile calling us and checking.

Can we rent a tent from you and set it up ourselves?

No. Only our 10'x10' and 10'x15' popup tents can be installed by our customers. The rest of our tents need to be installed by our professionally trained crew.