



Rentals Agreement

General

- This rental contract forms the sole agreement between the customer and “Mosaic Event and Party Rentals”. The customer agrees to indemnify and hold Mosaic Event and Party Rentals harmless for any claims from customers use or misuse, including any third parties for loss, injury, and damage to persons or property arising out of the customer’s negligence or operation including legal costs incurred in defense of such claims.
- The customer acknowledges the possibility of injury and will provide adult supervision at all times according to the laws appropriate to the province of Ontario.
- Our Prices is as published on our website
- Down payment / deposits / advance payment is nonrefundable and non-transferable
- The client must validate the address via a valid governmental ID.
- The client must provide a valid credit card, used for security in case of damage or loss of rented items.
- In-case a credit card is not provided at the store or by phone, the transaction will be considered cancelled
- The client acknowledges that all items have been received and in working condition.
- In-case not all items received on the first round of delivery/pick up the client must initial beside each item received
- If the client discovered any missing or broken item, the office must be notified before the event time and send photo to our business cell number 289.350.0301
- The client knows how to use the rentals and is responsible for any risk, damage, or theft.
- The Client will be responsible for the cost or repair of rentals in case of damage, dismantled or theft, the credit card provided will be charged automatically plus a Substitution fee, and an invoice will be sent for notification.
- The client is responsible for protecting all rentals from weather conditions and not leaving them unattended.
- If lost items are returned in less than 5 days, a daily renting rate will be applied for each late day, and the credit card will be refunded with the charged amount minus 2.5% CC fee.
- Prices of services (delivery, pick up, setup and teardown) are subject to change without any notification according to market price

Delivery/Pickup

- All rentals is to be delivered and picked up in the garage area / driveway /loading area, where the motor vehicle has access to
- An exception is made for setup of pop-up tent
- The client is responsible for counting the rentals received.



- For home delivery, we deliver and pick up from garage area, make sure no vehicles are there and the driveway is clear
- Make sure that rentals are stacked and bagged the same way delivered.
- No setup or tear down service is provided unless stated and paid, otherwise client is responsible for setup and tear down
- In case the tear down service is not agreed on and the Mosaic Team has to tear down, the credit card will be charged automatically with the standard service fee plus 2.5% CC fee.
- The client is responsible for the rentals until the delivery personnel show up for pickup.
- Delivery and pick up charges may change, and client will be notified
- Venue loading area should have clear pathway, so our dollies can move
- There should be no stairs involved, we have the right to cancel the order and keep all the paid amount if the delivery team found that there are stairs onsite and the client didn't inform about it
- In case of using the lift a charge of \$100 will be added
- Night pick up / Sunday's / Statutory holiday charges will applied

Chairs and Tables

- No writing/drawing or standing or mud on chairs or tables, a cleaning fee of \$10/item will be charged to the credit card on file and an invoice will be sent for notification
- Cleaning charges will be applied on muddy or wet rental cloth (Linens, Napkins, Runners, Chair covers, cushions)

Cloth Materials (Linens, napkins, runners, chair covers, cushions)

- All Cloth Material should not be let in the rain or bagged wet; this will consider total loss due to the fabric mold, keep any wet fabrics to air dry not by dryer to avoid total damage as substitution fee will apply and invoice will be sent for notification
- Any marker/ink stain, candle/cigarette burns, rotten cloth, or gum credit card will be charged automatically with the cost of the linen plus Substitution fee, and an invoice will be sent for notification.

Tableware

- All tableware should be rinsed and placed in their crates, rinsing fees will be applied on credit card on file in case of returned un-rinsed and invoice will be sent for notification
- The count for all tableware (Dishes, Cutlery, Napkins, Linens, Runners, Chaffing Dishes, etc...) is done at the store, any missing items, the client will be notified within 48 - 36 hours.
- It is the responsibility of the client to drop off missing items within 24 hours of notification, otherwise the credit card will be charged with the cost of missing items plus Substitution fee, and an invoice will be sent for notification.



POP UP Tent

- We setup and tear down, but client is responsible for pulling the top part and the upper part of the legs after the event, so the structure doesn't get damaged by rain or wind, as they are not designed to stay unwatched, any damage in structure will be considered total loss and the credit card in file will be charged and the invoice will be send

Inventory Count

- The counting of tables & chairs will be done on site on pick up but dinnerware, linens, napkins, cushions will be done in our premises and missing, or damages items will be reported for client, an invoice will be sent, and the amount deducted from credit card on file