

# *Avalon Event Rental Policies & Procedures – 2024/25*

## **Delivery Information**

For deliveries and pickups “anytime” between the hours of 8am – 5pm, our current set rate is charged based on the delivery/pickup location.

If an “AM” or “PM” delivery window is requested a 5-hour window will be allocated for an “AM” or “PM” delivery. An additional \$85.00 will be added to the standard charge. An “AM” delivery/pick up will be between the hours of 8am-1pm. A “PM” delivery/pick up will be between the hours of 12pm-5pm.

For deliveries requiring an “Time Specific” (within a 30-minute window, prior to and following the stated delivery time) delivery and pick up time between the hours of 8am-5pm an additional \$180 charge will apply.

“After Hours” deliveries or pickups (before 8am and after 5pm) are subject to additional charges and will quote based on timing and complexity and confirmed prior to final confirmation of the reservation.

Additional charges may apply when deliveries and pickups need to be scheduled on Stat holidays. Prices will be determined based upon size of order, and times requested. These prices will be determined prior to booking by an Avalon sales associate.

All standard delivery and pick up charges are based on a tailgate or ground floor delivery and pick up. If a delivery must be taken to a specific area or location arrangements must be made in advance, and additional labour charges will apply. Any requested changes will have to be approved by Managers, and not delivery staff. All rental items are required to be returned in the order and location that they were delivered. If items are not ready upon pick up, an additional fee will apply starting at a \$85.00 minimum and will be increased based upon the task.

## **Booking Fee and Final Payment**

All rentals are on a first come first serve basis. To secure your reservation, we require a 50% non-refundable booking fee on the full amount quoted. All orders must be paid in full one week prior to the rental items leaving the warehouse. If additional items are added past the 1 week prior to rental, an additional reservation will be required.

Methods of payments we accept are E-Transfer, Cash, Debit, or Credit Card (Visa or MasterCard will also incur a 3% processing fee to all payments). A valid credit card **must** be left on file for security purposes, or cash in in the amount of 50% the replacement cost of the rental items.

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## **Cancellation/Reductions of Items**

Avalon reserves the right to substitute or remove items in the event they were damaged or missing from previous orders. We will do our best to ensure that you get a replacement that is as close as possible to the originally booked items. As many of our items are specialty pieces, we may not be able to substitute and if that happens a full refund for the item that cannot be substituted will be provided.

Reductions in the quantity of rental items are accepted up to **1 week** prior to the event. Item quantities can only be reduced by up to 20% of the original reservation. Reductions in orders after the 1-week notice are subject to the full rental cost. Unfortunately, tenting cannot be reduced in size or value after making the initial reservation. In the event of a full cancellation, the booking fee will be forfeit.

- Rental items are charged for time out, not for use.
- All rented items are treated the same way upon return, used or not.
- No refunds are given for items not used for your event.
  - This ensures all items are inspected and cleaned to food safe standards for all rentals.

## **Missing and Damaged Items**

We recommend that you count your entire order upon receipt. If you receive your order and there are missing or damaged items, please contact Avalon Event Rentals within 4 hours of order receipt. We'll resolve the issue at that time or make note on your order to avoid charges. We cannot accept quantity disputes after the 4-hour window or upon return.

In the case that there are missing items, we will contact you with a list of the items missing. You have 48 hours to return the items back to Avalon, or we will charge the Credit Card on file the replacement cost, and additional rental fees may also apply. As you can appreciate that we may need to re-rent these items directly following your event.

In the case that our linens are returned with wax damages, or holes you the customers will be notified of these damages. Additional cleaning charges may apply, but if the linen is not re-rentable it will be charged to the customer at the replacement cost.

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## Tenting Information

If you have **tenting** on your order, there are several things you need to be made aware of:

- **The area where the tent is to be located must be free from obstructions** before we arrive. Parking lots must be clear of cars and blocked off.
- Due to workers compensation rules **Avalon Event Rental employees cannot move non-rented items**, including but not limited to, furniture, plants, lighting and or vehicles.
- The area for your tent must include an additional 5’ to 10’ feet of space for our employees to work.
  - Items within 10’ feet of the tent such as flower gardens or landscaping are subject to accidental damage. Our employees use large tools and carry long aluminum poles and sometime damage does occur. Our employees will do everything they can to not damage anything but occasionally it does happen. Avalon Event Rentals is not responsible for this damage.
- Tents need to be secured to ensure your safety by driving large stakes up to 42” long into the ground. This is the standard way of securing the tent and is included in your rental price.
  - Client must ensure that there are no underground lines, and if so, they must be marked prior to delivery.
  - In some instances, to ensure our employee safety when driving stakes into the ground we may need to do an underground services check.
    - If this is required, this charge will be invoiced to you.
- If the tent cannot be staked due to location, we’ll be required to secure the tent with certified tent weights. An additional charge will apply for use of weights.
- Tent poles, stakes and blocks support significant loads and will mark, dent, and scratch the surface on which it is installed. Avalon Event Rentals is not responsible for damage to driveways, parking lots, patios, lawns etc.
- Tents cannot be secured to existing structures unless authorized prior to delivery by Avalon.
- We can stake into asphalt but when the stake is removed it will leave a “toonie” sized hole in the asphalt. We will repair the hole if requested, but the asphalt used may be an alternate colour, and a charge will apply.
- When having a tent on your property it is requested, if possible, that you turn off your sprinklers the day prior to set up.
- **On the day of delivery, it is requested that the renter be present to confirm the location of the tent set up site.** If no one is available, then the location must be identified. Once the tent is up it cannot be moved easily, and charges will apply if required to move.
  
- **Weather delays:** You as the client assume all weather-related risk. This includes responsibility for rental fees, tent damage, and property damage and time delays. We will

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do everything we can to complete the job in a timely manner, but we will not place our people or equipment in harm's way. We will work with you to coordinate an alternate set up time, but additional charges may apply due to overtime and or other factors.

## **Tent safety during extreme weather**

Canada's diverse climate presents unique challenges for outdoor events. From sudden summer storms to winter blizzards, unpredictable weather can disrupt even the best-laid plans.

While providing shelter and giving us the ability to host memorable events outdoors, tents have limitations when faced with extreme conditions. Prioritizing safety and having a well-thought-out weather contingency plan is essential for a successful event.

Understanding the potential risks and taking proactive steps to mitigate them can save you from unnecessary stress and ensure the enjoyment of your guests.

## **Understanding tent limitations**

- **Temporary structures:** Tents are designed to provide temporary shelter and protection from moderate weather conditions. They are not as durable or sturdy as permanent buildings.
- **Weather vulnerability:** Tents can be susceptible to strong winds, heavy rain, hail, snow, and lightning. These weather conditions can cause the tent to collapse or become unstable.

## **Have an emergency evacuation plan**

- **Identify key personnel:** Appoint responsible individuals to lead the evacuation process and coordinate with emergency services.
- **Define emergency conditions:** Clearly outline the specific weather conditions or other emergencies that would trigger an evacuation. Consider consulting with local weather experts or emergency management officials.
- **Choose evacuation routes:** Plan multiple escape routes from the tent area to ensure efficient evacuation in case of emergencies.
- **Designate safe assembly areas:** Identify secure locations, such as nearby buildings or designated open spaces, where guests can gather safely after evacuation.

## **Pre-event preparations**

- **Conduct a risk assessment:** Evaluate the potential risks associated with your event location, including weather hazards, fire risks, and other potential threats.
- **Avalon will ensure that the tent is properly installed, secured, and free from any defects that could compromise its safety.**
- **Prepare emergency supplies:** Have essential supplies, such as first aid kits, fire extinguishers, and emergency contact information, readily available.

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## **During the event**

- Monitor weather conditions: Keep a close watch on weather forecasts and be prepared to implement the evacuation plan if necessary.
- Provide clear instructions: In case of an emergency, calmly and confidently guide guests to the designated evacuation routes.

## **Damage Waiver**

All rental items have been assessed and are in good rental condition prior to rental. You (the customer) are responsible for returning rental items in the same condition in which they are received and are liable for the replacement of damaged items.

The “Damage Waiver” is an additional 8% charge of your total rental order excluding labour and delivery fees.

- If declined the customer must provide a “Certificate of Insurance” from your homeowner’s policy for the value of the rented items with Avalon Event Rentals listed as the primary payee.
- The cost of the damaged items will be charged to your Credit Card on file. The damage waiver is designed to protect you the renter from full replacement cost (as per explanation on following page) and is not refunded upon completion of your event.

Tents rented by Avalon are not rated for heavy snow load and as such when a tent is rented in the winter season (Nov 15 thru March 15<sup>th</sup>) the client assumes all responsibility for any damage because of snow load. Avalon will advise the client of this limitation and will either provide a rented snow rake for snow removal or advise the client that a snow rake for snow removal is recommended. Any accumulation of snow should be removed, and it is the responsibility of the renter to do so.

A damage waiver is not available for long term tent rentals during the winter period of Nov 15<sup>th</sup> thru March 15<sup>th</sup>.

## **What the Damage waiver covers:**

- It waives you of liability for rented items that are returned due to accident, and we ask that the damaged items be returned.
- If you choose to accept the damage waiver you must decide prior to the items leaving the warehouse.

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- This damage waiver is secondary to your own insurance. By declining you assume full cost and responsibility for the rented items and must provide a “Certificate of Insurance” from your homeowner’s policy for the value of the rented items with Avalon listed as the primary payee in the event of loss.

## What the Damage waiver **does not cover**:

- Coverage for damage due to misuse, neglect, loss, or theft.
- Operation of rented equipment in a way it was not intended.
- Tampering or altering rented items that Avalon has installed such as tenting, A/V equipment and lighting, dance floors and staging.

## When the “Damage Waiver is accepted:

- Orders will be eligible for coverage up to \$200. Any damages over \$200.00 you will be charged at 50% of the value of the damaged item value.
  - Example - Smaller order
    - Your rental charges are \$500.00, and you would pay \$40.00 for the damage waiver.
    - The replacement value of the rented items maybe \$1000.00. If a crate of plates was dropped and 10 plates were broken the replacement cost could be \$175.00. In this case you would pay nothing. If 20 plates were broken the replacement cost would be \$350.00. In this case the first \$200 is covered by the damage waiver and you would be responsible for an additional charge of \$75.00, half the replacement charge from \$200.00 to \$350.00.
  - Example – Larger order
    - Your rental charges are \$5000.00, and you would pay \$400.00 for the damage waiver.
    - The replacement value of the order may be significant higher because of overall volume or types of rented items such as tenting. In this case the replacement value of rented item may be over \$15,000.00. For this example, a tent was damaged beyond repair and the replacement cost is \$6,000.00. The first \$200.00 will be covered by the damage waiver and you would be responsible for 50% of the damages over the \$200.00, so \$2,900.00.
    - In this case your homeowner and or business insurance may cover the damages.

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*Thank you for placing your confidence in Avalon Event Rentals. We appreciate your attention in these matters, and we look forward to providing you with superior quality equipment and the best possible customer service.*



***“Your Vision is Our Mission”***

**In the event of an emergency please call our office @ 250-861-1575 (Kelowna), 250-541-0945 (Vernon) or after-hours emergency at 250-469-1787 or 250-212-8009**