

Customer Information Sheet
Mariposa Party Rentals

Customer Name:		Date of function:
Mailing Address:		
City/Town & Province		Pickup or Delivery?
Postal Code		
Customer Phone Number:		Email Address:
Driver's License #:		
Site Address or Resort		
Contact Name:		
Phone Number:		
Signature:		Date:

Reservations

Advance reservations are recommended. We prefer you reserve enough equipment to accommodate the maximum number of people you may have attending the event. This will insure there will be enough equipment available for your event. Then when your final numbers are available, just call us and make the necessary changes. Changes may be made on the quantities reserved up to 7 days prior to the out date for no charge. Changes may be made less than 7 days prior to the out date, but we will charge a 50% cancellation fee on the reductions. **Tents and dancefloors require a 50% non-refundable deposit from the time of reservation. These items will be charged a 50% cancellation fee if cancelled or changed at any time.**

Security Deposit

A security deposit is required on all orders either in the form of a valid major credit card imprint or a cash deposit (usually 30% of the total order). Deposits may vary based on the value of the order. **We do not accept personal cheques.**

Cancellation Policy

On cancelable equipment, cancellations must be made at least 7 days prior to the out date for a full refund. If less than 7 days notice, a cancellation fee of 50% of the rental rate will apply. **Refunds are not issued for any items cancelled on delivery or for any rental items returned unused.**

Rental rates listed are based on a one-day use unless otherwise specified. All rental items may be taken the day before the event and returned the next business day after the event in order to allow time to decorate and set-up. All items rented for more than a one-day use will be priced accordingly and must be returned by 5:00 p.m. the next business day following the event.

Delivery Policy

The customer can transport most of our equipment. Delivery is available for all orders. Delivery and Pick-Up Services are available for a fee. The distance from our centre determines charges for delivery/pick-up. All deliveries are scheduled and sent out on routes. It is possible to request a morning or afternoon delivery. Deliveries required at a specific time, or before or after regular business hours will result in an increased delivery charge. Our standard delivery fee is based on tailgate drop off. If our delivery personnel are required to carry items up or down stairs or great distances, an extra charge will apply. Our delivery personnel are instructed to neatly stack all items in a mutually convenient place at ground level. Any other arrangements must be made in advance, with a special charge quoted if applicable.

Mariposa Party Rentals will not be held responsible for any damages to customer's property if the customer has authorized Mariposa Party Rentals' staff to use driveways, lawns, patios and other areas to drive and/or walk over.

Tables and chairs will be delivered and stacked. They must be restacked and ready for pick-up. Additional charges will also be applied if articles are to be carted up or down stairs and more than a minimal distance.

Pick-up Policy

For sanitation reasons, we would appreciate the dishes being either scraped or rinsed and free of food waste before they are returned. Special containers are provided to insure that you receive your items sanitized, undamaged and table ready. Items must be returned sorted and re-packed in the same containers. Cutlery must be returned scraped or rinsed. Tables and chairs must be re-stacked, folded and ready for pickup. As specified above, items not meeting these conditions are subject to additional fees.

Out of Town Deliveries/Pick-ups

We charge a delivery charge starting when our crew leaves our shop until they reach your site; the same is true for pick-up. We only charge a delivery/pick-up charge when our truck is loaded. You are not charged for return to our shop.

After Hours Deliveries/Pick-ups

Although we try to be accommodating, sometimes we will be unable to offer after hour's delivery or pick-up. Please call our office for further assistance.

Responsibility for Inventory

The responsibility for equipment remains with the renter from the time of receipt to the time of return. Tables and chairs should be taken down, stacked and ready for pick-up. All china, glassware, etc. must be food-free and repacked in the same containers in which they were received. **Linens should be refuse-free and dry to prevent staining and mildew. Mildewed linens returned in plastic bags will be charged to the customer.**

We **DO** charge for missing, broken, damaged, and weather damaged items (including packing containers). Be sure equipment is secured when not in use and protected from the weather.

By checking this box, I agree that I have read and agree to the above requirements.