



Service Policy

Thank you for choosing dp events. On behalf of the entire Events team, we look forward to your upcoming event and to assisting you to make it the best ever! We work together with you, your team and our partner suppliers to deliver a seamless, professional and quality event.

The following document is designed as an event booking confirmation, deposit/payment information and as a resource tool. Throughout the following document dp events will be referred to as "dp".

Deposit and Cancellation Policy

To confirm your event DP requires a non-refundable deposit of fifty (50%) of the estimated booking total.

Payment can be done via cash, cheque (made out to 'dp catering'), credit card via pay pal invoicing with a 3% additional Pay Pal fee, Direct deposit to our TD account (you can walk into any TD branch and make the deposit to our account), Email transfer from your institution to our TD account

Wedding events/Rentals: There is a 6-month non-refundable cancellation policy for all Wedding events.

Off-site Catering: Once the event is confirmed the fifty (50%) deposit of estimated booking is non-refundable.

Remainder Payment Policy

Full payment of estimated booking total is due by cheque or cash **one (1) month** prior to the event date. Preparation for the event is not being continued if no final payment has been received. Interest will be charged at the rate of 2% per month (24% per annum) on all overdue accounts, calculated as of the day of remainder payment due.

Taxes

All services and products supplied through DP or its suppliers are subject to the HST (12%).

Food and Beverage

Food is an exclusive service provided by DP. Prices are guaranteed for ninety (90) days from the date of quote; specific menu requirements should be confirmed one (1) month prior to the event date. A minimum of 15% gratuity charge is added to all food and beverage prices. All current taxes will apply to food and beverage prices.

DP requires a guaranteed number of persons attending the event to be confirmed with us **three (3) weeks prior** to the event date. Final event invoice will be based upon this guaranteed guest count. If a guaranteed number is not supplied then the lowest attendance figure supplied by the client will be used as the guaranteed figure for food orders.

Events Concierge Planning

Let our trained and experienced Events team assist you in making your event memorable and stress free.

We can assist you in securing photographers, Audio Visual, DJ's, live musicians, décor and flowers.

Please inquire about this service, and how DP can assist you.

Event Set-Up

In order to supply the client with the proper event set-up and timely delivery of event services, DP will require the complete event information no less than thirty (30) days prior to the day of event. Extensive room set up changes or event venue changes on the day of event will incur charges for the required set up labour.

As determined in attached booking quote the Event set up and tear down charges (tables and chairs, china, cutlery, glassware for tables, linens, buffets etc.) are included for all bookings over \$50 per person. For any events under this amount additional charges will apply.

Rentals

Rental Booking

Your satisfaction is of the utmost importance to us. The day you book your order the items are considered out of our inventory for your date and thus made unavailable to other potential customers. This ensures you will have all the items you need on the date you require them. We realize that changes in numbers have to be expected and therefore we have the following policies:

* Additional items may be added (subject to availability) up to the close of business two (2) days prior to delivery or pick-up. These items will be added to the final invoice.

* Reductions in quantities of up to 20% can be made without penalty as long as they are made no later than one (1) month prior to your event. Reductions in quantities greater than 20% and/or any reductions made within one (1) month of your event

are subject to a cancellation fee equal to 50% of the total rental rate of the cancelled item(s) plus taxes. Any reductions made within one week of your event are subject to a 100% cancellation fee.

Rental Setup-Teardown: DIY or Full-Service Packages?

dp events offers full set-up packages of all its rentals. The customer can choose to 'do-it-yourself'. Notification of either option has to be given at time of order. Ask our sales staff for full-service set-up package offers.

No liability shall attach to the dp events for:

- i) Any delay or failure to deliver due to circumstances which are outside its control.
- ii) Loss or damage howsoever caused to customer's own goods.
- iii) Any dilapidation charges for fixing of floor coverings to exhibition hall or venue floors.
- iv) Any damage or injury caused by the misuse of the Company's property.

Renter's Liabilities

The liabilities of the renter commence at the time the rented articles are delivered to the site of the event or exhibition for which they are rented, or are collected from our premises, and continue until they are collected from the site by the Company or returned to our premises. During this time, the renter will:

- i) Keep, at the renter's own expense, the said rented articles in good and substantial repair and condition, and in the event of any article being damaged beyond repair or lost by fire, theft or any other cause whatsoever, will pay the Company the full replacement value of the rented articles plus the original rental charge. In the event of any article being damaged and requiring repair, the renter will pay the full cost of such repair.
- ii) Keep the rented articles fully insured to their full replacement value against all risks. Renter's are reminded that the period of the insurance shall include at least two days prior to the opening of the event or exhibition for which they are rented and at least two days after its conclusion. Please Note: The replacement value of the goods will be supplied upon request.
- iii) Please follow these guidelines to help avoid any additional costs:
 - a) Furniture must sit on hard, level surfaces
 - b) Do not affix anything to any furniture without prior written consent
 - c) No heat can be applied to any furniture;
 - d) All candles must be in containers to avoid wax drippings;
 - e) Do not stand or allow guests to stand on furniture;
 - f) Furniture cannot get wet or sit uncovered outside;

What happens if the items are broken, damaged or lost?

The customer is responsible for the goods from the time of pick-up/delivery until the items are returned to DP. Be sure that all equipment is secure and protected from the weather while it is in your possession. We do charge for soiled, broken, damaged or missing items, including packaging materials.

Damage Waiver

The damage waiver is not insurance. If the renter accepts the damage waiver then the following will apply:

- a) Orders over \$500 will be covered for damages up to \$100. Damages over \$100 will be charged at 50% of replacement costs or the cost of repair, whichever is the lesser amount.
- b) Orders under \$500 will be covered for damages up to 25% of the total rental cost. Damages over 25% will be charged at 50% of replacement costs or the cost of repair, whichever is the lesser amount.

The renter will be responsible for:

- c) Any loss or damage due to: theft, mysterious disappearance, shortage disclosed on return, neglect, abuse or misuse.
- d) Damage due to use of electrical current provided by other than electrical utility (such as a generator).
- e) Damage due to tampering with items or equipment which we have installed, such as tents, dance floors, staging, etc.
- f) Damage due to tampering with gas or electrical appliances.
- g) Any loss, damage, or extra cleaning charges related to linen or fabric.

The damage waiver is available at a cost of 6% of your order's subtotal.

How does the delivery & pick up work?

Delivery is available at reasonable rates. Delivery rates are based on drop off to a point immediately accessible to our truck tailgate, usually your curbside, driveway or garage. All deliveries require a signature of the responsible party for equipment to be left. Should you require delivery beyond our truck tailgate or set-up and take down of items, please request a quote prior to delivery. Delivery times are set on the week of delivery. You will be given a morning or afternoon delivery time. Morning delivery means the items will be delivered between 8am and 12pm. Afternoon delivery means between 12pm and the last delivery of the day. Our trucks will deliver until their schedule is complete. Should you have special delivery requests, please contact us and we will do our best to accommodate your needs. As there are many deliveries in a day it is not always possible to give exact delivery times.

Please make sure your order is complete

We do our best to make sure your order is complete. If you discover any missing or damaged items, please contact us immediately so that we can make a note on your contract and you will not be charged.

Returns

Rental items need to be returned to their point of delivery. China, glassware & flatware should be "dishwasher ready" and placed back in their supplied containers. All original containers and boxes must be returned. Linens must be dry to prevent mildew from forming and free of any wax, food or confetti.

The Company expressly reserves the right at its absolute discretion to suspend or cancel any services (whether in whole or in part) under its contract with the renter in any case where the renter is in breach of that contract or in breach of any credit arrangements, whether the same be under that contract or any other contract or arrangement between the renter and the Company.

Complaints should be submitted in writing during the open period of the event. This will ensure that they are fully investigated on site.