

## POLICIES September 01 2017- August 31 2018

Rent eh Tent Canada Ltd General Rental Policies and Rental information  
Applies to all RET divisions.

This section covers:

- BOOKING
- PAYMENT
- DEPOSIT
- CANCELLATION
- SPECIAL CONDITIONS
- DAMAGE, DIRTY or LOSS
- INSURANCE

### BOOKING

- 1) Bookings are on a first come first serve, bases.
- 2) Rentals are subject to a Rent eh Tent Canada Ltd rental contract and waiver to be signed at the time of booking or before set-up.
- 3) A full time contact person/event organizer is required and must be available at the event site on the event date.
- 4) Event date must be supplied at time of booking.
- 5) Equipment totals should be made at the time of booking.
- 6) Additional equipment requests after the initial booking are subject to availability.
- 7) Last minute bookings (less than 7 days) **WILL** be subject to additional rental costs.

### PAYMENT AND PAYMENT DEPOSIT

**NOTE: You are not booked unless complete payment or a deposit has been paid.**

#### **1) TRAVEL TRAILERS - CAMPING GEAR – SPECIAL EVENTS.**

All rental costs are due at the time of booking.

Or,

Bookings made 120 days (4 months) prior to the rental date a 50% (of the total amount) deposit is due at that time.

The remaining amount is due at the 120 day point.

All costs are due after May 1<sup>st</sup> of the calendar year.

Payment can be made by VISA, Master Card, Certified company cheque (at managers discretion), or cash.

No personal cheques

**NOTE:** Gov, ID and a credit card must be supplied when booking.

### SECURITY/DAMAGE DEPOSIT

All rentals require a security/damaged deposit.

-Event rentals: **\$1500.00** minimum.

Or the replacement value of the equipment, which ever is less.

-RV rentals: **\$2500.00** minimum.

A higher charge is at the discretion of RET manager.

-Camping gear: **\$100.00** minimum.

Or the replacement value of the equipment.

Security/damage deposit will be taken on a pre-authorization charge on a credit card only.

**NO CASH OR CHEQUES DEPOSITS.**

## CANCELLATION

A **100%** refund will be give in the event of a cancellation within 72hr of the time of booking. Less a \$75.00 administration fee that covers miscellaneous paper and electronic work.

A **100%** refund will be give in the event of a cancellation up to 7 days before a rental date when the **RET CANCELLATION OPTION PLAN** is purchased through Rent eh Tent Canada ltd  
**RET CANCELLATION OPTION PLAN** cost is 10% of the total rental amount before taxes.

**RET CANCELLATION OPTION PLAN** must be purchased at the time of booking.

Cancellations made less than 7 days before the rental date will be subject to a \$75.00 administration fee. When the **RET CANCELLATION OPTION PLAN** has been purchased.

## RENTAL CHANGES: COSTS

Customer wishing to change their rental booking, length of time/dates and or the time frame will be charged for additional rental days and or equipment.

In the event of a reduction of rental days and or equipment a \$75.00 admin charge will be applied to the rentals over all cost, per change occurrence.

Reduction of rental days and or equipment will void any discounts given, offered or implied to the customer from the original quote or work order.

Any related administration costs or fees brought on by an out side entity/company, related to the change, would still be due and or will be non-refundable.

The customer will be responsible for payment processing charges, credit card charge back/refund costs (3.5%)

## SPECIAL CONDITIONS

1) Rescheduling or change requests to booked dates and times must be in writing.

Example; e-mail.

2) Rescheduling or changes to booked equipment is subject to availability.

3) Rent eh Tent Canada Ltd requires the renter to have either insurance in place or the monetary means for their event to cover the replacement cost of the rental equipment in the event of loss.

4) The set-up of any equipment will not take place before sunrise and not be carried out after dusk.

5) We requires a letter of "permission" from the landlord or municipality in which your event is taking place listing all or any special conditions they may require, seven (7) days (or sooner) before any Rent eh Tent Canada Ltd equipment is to be set-up and acknowledgment of "Alberta one call" services.

6) SECURITY: When needed, It is the responsibility of the renter to provide 24hr security at the event site to which Rent eh Tent Canada Ltd equipment is set up at. All divisions.

7) It is the responsibility of the renter to provide emergency maintenance and repair service at the event site to Rent eh Tent Canada Ltd equipment.

8) It is the responsibility of the renter to inform Rent eh Tent Canada Ltd about any emergency maintenance and repair service at the event site to Rent eh Tent Canada Ltd equipment at the earliest possible opportunity.

9) At no time is the rental equipment supplied to the renter the property of the renter. The equipment is and at all times the property of Rent eh Tent Canada Ltd. The equipment is being supplied only under good faith for monetary compensation as out lined in the rental agreement. The rental equipment will be surrendered immediately upon request from the company Rent eh Tent Canada Ltd.

If in the event the rental equipment is requested returned or a demand to be returned is made the customer agrees to surrender the equipment immediately. Regardless of the rentals dates or duration.

10) Rental equipment cannot be sub-leased or used by anyone other than the named renter for the event intended.

11) In the event of a traffic violation during trailer rental rentals or fines are levied against Rent eh Tent Canada Ltd and or the owners of Rent eh Tent Canada Ltd during a rental period, the customer to whom the rental equipment was responsible for will be held responsible for the payment of the fines and the compulsory administration fees ("starting" at \$250.00) and or reimbursement will be expected back to Rent eh Tent Canada Ltd and its owners if and when such fines are levied.

12) In the event of legal issues arising from the actions of the renter from or during the rental, (please review waiver CUSTOMER/PARTICIPANT AGREEMENT, RELEASE, AND ASSUMPTION OF RISK WAIVER FORM) there will be a base/minimum cost of \$2500.00 charge to the renter to cover administration charges and legal fees. Additional fees and or costs will be the responsibility of the renter. Billed to the rental customer.

### DAMAGE, DIRTY or LOSS

The renter is 100% responsible for the rental equipment during the rental period. And shall be held responsible for any damage "no matter" how it occurred and by accepting rental equipment and services agree to this term.

If any item of the rental equipment is returned in a state of disarray, damaged, missing equipment or dirty condition, the renter will be responsible for cleaning, repair and replacement costs. Damage examples (but not limited to): Hail damage. Wind damage. Burn damage. Cuts, tares or holes.

Shop rate will be charged (\$125.00/hour, \$75.00 minimum), plus any parts and materials for cleaning or repair. Replacement cost for lost, stolen, damaged or destroyed rental equipment is the full-suggested retail value and \$75.00 administration charge. A \$75.00 administration charge is applied to all damaged, dirty and loss, charges.

Note: Tent tops and walls are "complete replace only" in the event of damage.

Note: RV rentals trailers are "complete replace" of the RV trailer when or if any structure is damaged. Example: (but not limited to) Walls, roof, floor, frame, suspension etc.

Pets and smoking are absolutely NOT permitted in travel trailers or camping tents. Trailer rental customers will be charged a minimum of \$1000.00 + tax if evidences of pets or smoking took place in the trailer during the rental period.

### MAID SERVICE.

Travel trailers returned in a "dirty" condition will be subject to "Maid Service" charges. Maid service is \$125.00 per hr. A minimum of 1hr charge.

When a rental item is not returned on the indicated return date, the rental item will be considered "lost" and unrecoverable.

The replacement cost of the item will be charged to the customer along with any administration charges after 72 hrs (3 days)

The replacement cost is non-refundable. Even if the customer wishes to return the item.

### LATE RETURNS.

1) Rent eh Tent Canada Ltd reserves the right to charge an "administration fee" in the event a customer returns rented equipment past the return date or return time outlined in the rental agreement.

2) Rent eh Tent Canada Ltd reserves the right to charge an "administration fee" If a customer is late with payment if a payment schedule has been implemented.

"Administration fees" will be calculated by hourly, daily or monthly increments at the discretion of the RET manager.

The customer agrees to be bound by these fees in the event of "late return"

Only one "administration fees" will be charge per late occurrence.

A customer paying an "administration fee" is not grounds to continue with a rental.

Minimum administration fee is \$75.00

Failure to return the rental equipment will be considered an act of theft.

3) Rental gear/equipment return times:

- a) TRAILERS: 3:00 pm of the last day indicated on the rental agreement.
- b) CAMPING: 11:00 am of the last day indicated on the rental agreement.
- c) EVENT: 9:00 am to 4:00pm of the last day indicated on the rental agreement.

4) A hourly late fee will be charged to the rental customer when the return time has been passed.

- a) TRAILERS: \$75.00 per hr.
- b) CAMPING: \$45.00. per hr
- c) EVENT: Single day or weekend rates apply.

## INSURANCE

Rent eh Tent Canada Ltd carries on different types of rental services. In some cases, and not in other cases, insurance can be purchased through an independent insurance broker to cover the rental equipment, you the customer have rented.

Rent eh Tent Canada Ltd does not offer insurance coverage nor does the company give advice on sourcing insurance coverage.

Check with your own Insurance broker to see what or if insurance coverage is available for you on rental equipment.

Rent eh Tent Canada Ltd DOES NOT hold Insurance while the rental equipment is in the possession or under the responsibility of the renter. Insurance required by contract will be added at an additional charge to the client, if available.

1) It is recommended clients have insurance (Example: short term event insurance during events) for personal and public liability during the use of Rent eh Tent Canada Ltd rental equipment and all equipment rented from Rent eh Tent Canada Ltd be covered under the policy.

2) Or have Rent eh Tent Canada Ltd rental equipment added to an existing home or business insurance policy.

\*Please speak to your insurance broker.

\*In some cases, a payment for the rental equipment, with a credit card, may include an insurance coverage for the rental equipment. Check with your credit card company.

3) Rent eh Tent Canada Ltd requires proof of insurance, when available.

In the event a customer is found to not have proper insurance or monetary means in place for their event, there can be a delay in the set up of the rental equipment or a complete cancellation of the rental with no compensation to the customer.

When no insurance is in place, Rent eh Tent Canada Ltd will require a cash equivalent of the value of the equipment rented.

4) For RV rentals check if your Insurance provider may offer "Grand Touring Advantage™" package.

RENT EH TENT CANADA LTD RESERVES THE RIGHT TO CANCEL OR DELAY A RENTAL, A RENTAL DATE OR A RENTAL TIME WITH OUT COMPENSATION OR NOTICE TO THE RENTER.

1) If any of above mentioned conditions required by Rent eh Tent Canada Ltd are not meet in the time frame Rent eh Tent Canada Ltd has put forward.

2) If weather conditions are such that a real danger exists to staff, property and the public.

As an example, but not limited to: Severe wind (20 km +), lightning etc.

3) If a dispute or issue arises by a third party to the understanding of the event as a whole or in part.

>>>On the spot cancellation<<<

If a dispute arises between the customer and any Rent eh Tent Canada representative, Rent eh Tent Canada reserves the right to completely cancel the rental "on the spot"

SAMPLE