

## **Sleepover Party Shop**

### **Terms and Conditions**



### **Payment Terms**

Payment of the total invoice amount is due in full 2 weeks prior to the party date. If your payment is received with less than 14 days lead time, it will be considered a rush order and incur a \$50 surcharge and if it is received within 7 days lead time, a rush fee of \$75 will be charged.

*Note: There is a great deal of prep and production that goes into setting up your party and ensuring it's ready on time. We start that once the balance is paid in full. The week of your party everything needs to be finalized to minimize any administrative tasks, so our schedule of parties can be perfectly executed and delivered.*

### **Rescheduling and Cancellation Policy**

We understand that sometimes plans change, and you may need to make alterations to your party arrangements. We are happy to accommodate reasonable changes to your party setup, subject to the following terms:

1. If you wish to make changes to your party arrangements, please notify us as soon as possible. We can accommodate changes to your date and guest count up to 2 weeks before your party date. After that point, no refunds will be provided, only date rescheduling. In the event that you need to make changes after the 2-week mark, fees will be charged to cover administrative costs and for holding inventory from other bookings, as follows:

<b><u>Less than 2 weeks before party date</u></b>	
Guest Count Reduction	50%/ Canceled Guest
Date Change	\$50 reschedule fee
Party Cancellation	No refund, \$50 reschedule fee

<b><u>Less than 1 week before party date:</u></b>	
Guest Count Reduction	No Refund
Date Change	\$100 reschedule fee
Party Cancellation	No refund, \$100 reschedule fee

2. Changes are subject to equipment and staff availability. We will make every effort to accommodate your request, but we cannot guarantee that all changes will be possible.
3. Depending on the nature of the change, additional charges may apply. This includes, but is not limited to, additional equipment rental fees, staff overtime fees, and delivery fees.
4. Once changes have been agreed upon, a revised invoice will be sent to you for confirmation.
5. **Once the party has been paid in full, we begin party production. No refund is provided in the event of party cancellation.**

We strive to make your party a memorable experience, and we are here to help make any necessary changes to ensure your satisfaction. If you have any questions or concerns, please do not hesitate to contact us.

### **Security Deposit**

For full-service setup parties, a security deposit of \$100 is required. For DIY party rentals, a security deposit of \$150 is required. The security deposit will be refunded within 48 hours only if the rental items have been received on time and no damage has been done to the equipment.

- The security deposit will be refunded after the party has taken place and all rental items are returned in good condition. Please note that any damages, missing items, or excessive cleaning required may result in a partial or complete forfeiture of the security deposit.
- In the event that a customer needs to cancel their booking, we offer the option of rescheduling the party for another date within 13 months of the original booking date, or using the \$100 security deposit towards items in our party shop or as an add-on for personalized favors or a birthday child gift set. **The deposit is non-refundable in the event of cancellation.**

*\*\*\*Customers who pay their security deposit or the total cost of their event, are stating that they agree to our terms and conditions when they make their payment. No signature is required for this agreement.*

### **Damage and Cleaning**

1. The customer is responsible for any damage caused to the equipment during the party.
2. The cost of repairs or replacement will be deducted from the security deposit or billed to the customer directly.
3. The customer is responsible for ensuring that all party guests treat the rental equipment with care.
4. In the event of damages, the customer may be charged for the following:
  - Repair costs for equipment damage
  - Extra cleaning fees
  - Replacement of merchandise at the replacement value
  - Paint damage
  - Slime damage
  - Candy damage
5. Strictly NO PETS are allowed on any rental property from Sleepover Party Shop Rental. Pet hair discovered on beds or animals spotted on our equipment will result in an instant forfeiture of the retainer and a \$40 cleaning fee.
6. Smoke-free settings are required for all Sleepover Party Shop events. If staff detects the smell of cigarette or cannabis smoke on your property or when our merchandise is returned, Sleepover Party Shop retains the right to cancel your reservation without providing a refund.
7. When we arrive at your house, Sleepover Party Shop has the right to cancel your reservation without giving you a refund if we believe the living conditions might jeopardize or damage our equipment.
8. All floor areas must be clean from dirt, dust & furniture before setup commences. Sleepover Party Shop will not move furniture.
9. A fee of \$10 per piece will be charged for items returned in an unclean state. No washing is required for linens, but if they are found to be stained, contain pet hair, or excessive dirt, a cleaning fee may be imposed.
10. Breakfast trays need to be wiped down after use. A cleaning fee of \$2/tray will be imposed if they are dirty.
11. All rental equipment, including linens and bed sheets, must be returned dry.
12. In the case of bedwetting, a fee of \$15 will be charged for cleaning the mattress and other affected materials.

### **Order Acceptance and Rental Charges**

Unless prior arrangements are made rental charges are for an overnight period. The rental charges are for the agreed period. If the equipment is unavailable for pick up or return, Sleepover Party Shop reserves the right to charge the Client for extra time as per the rate.

The delivery, pickup, and/or return time for party rentals will be agreed upon by the client and the company. A \$75 late fee will be charged if the client is not present during the designated times or does not return their party rental equipment the day after their event. Failing to do so will result in extra late fees of \$75 per day and, if the products are not returned after 3 days, 200% of their retail value.

Sleepover Party Shop retains the right to refuse service and return the customer's payment(s)/deposits(s) to certain areas in any city or state for the safety of our personnel.

### **DIY Party Returns**

1. Do not remove fabric from the wooden poles. Ensure that the tents are packed in the same way they were received. Fabric Bags need to cover the bottom of the teepee tents to protect from damage
2. Garland needs to be returned as it was packed. Delicate items need to be separated so they are not tangled and can be reused.
3. Fairy lights and anything with a battery needs to be turned off. Fairy lights need to be packed up as they are received, with the wires wound around the battery, so they can be reused.
4. If there are any accidents or stains, we appreciate you highlighting it in advance
5. Remember to check the teepee tents before packing, for loose items and remove any candy, wrappers or decorations before packing the tents

### **Responsibility for Rental Equipment and Liability for Loss or Damage**

The client is responsible for carefully examining the quantity and condition of the rental equipment upon delivery and to immediately notify Sleepover Party Shop of any discrepancies or damages found. Any reported loss or damage after the event will not be considered and the client will be held liable.

The client is responsible for the proper handling and care of the rental equipment during the rental period. Any damage to the equipment during use is the responsibility of the client, and repair or replacement charges will be made accordingly.

In the event of a problem with the equipment, it is the responsibility of the client to promptly report it to Sleepover Party Shop. The company reserves the right to repair or replace the faulty equipment to the reasonable satisfaction of the client. The client should not attempt to repair the equipment without prior consent from Sleepover Party Shop. The company will not be liable for any loss, damage, or expenses incurred by the client due to faulty equipment for any reason.

Please note that jumping on air mattresses and sitting/ standing on tray tables is prohibited.

### **Insurance**

The responsibility for insurance during the rental period lies with the client and Sleepover Party Shop is not responsible for any incidents that may occur during the rental. The client assumes full liability for the equipment and must ensure its security throughout the rental period. If any equipment is lost, broken, damaged, or destroyed, the client will be charged the full cost of replacement.

### **Third Party Liability**

Sleepover Party Shop will not be responsible for any claims arising from personal injury, death, property damage, or any other loss that may occur, unless it is proven that the loss was a result of faulty materials, workmanship, or negligence on the part of Sleepover Party Shop. The client assumes all liability when renting equipment from Sleepover Party Shop.

### **Note:**

These terms and conditions are to be read in conjunction with any other relevant policies or agreements related to Sleepover Party Shop rental business. While these terms provide a general guideline, the business owner reserves the right to modify them as deemed necessary.