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## **Special Event Deliveries**

### **Terms and Conditions**

#### **Making a Reservation**

- Requests for equipment must be received a minimum of five (5) business days prior to the scheduled event.
- Approval of all requests for equipment is based on availability and a first-come, first-served basis and is not guaranteed.
- Only the Director of Parks & Forestry has the authority to grant exceptions to the Terms and Conditions outlined below.

#### **Rental Policies and Procedures**

##### *Drop-Off*

- Parks staff will drop off equipment (e.g. tables, waste cans, stage) prior to the event, as noted in the 'Rental Agreement'.
- A map is required for all deliveries to identify drop-off location.
- Drop-off of items may occur 1-2 days prior to the event in order to accommodate multiple deliveries per day or weekend.
- A picnic package consists of nine (9) picnic tables, three (3) garbage cans and three (3) recycling cans. Each picnic package includes one accessible picnic table.
- Large loads (three or more picnic packages) will be split into multiple deliveries based on staff resources available. For example, two loads may be delivered at 8 a.m. and another two loads are delivered at 10 a.m.
- Parks staff will provide three garbage/recycle bags for every waste can.
- If additional bags are required, boxes of 100 bags are available for an extra charge. No partial boxes are provided.
- The event organizer is responsible for position items. Parks staff only deliver and pick up equipment.

##### *Pick-Up*

- All rental equipment will be collected at the time agreed upon in the 'Rental Agreement'.
- It is expected that all rental equipment will be returned in the same condition as well as the same quantity as was delivered.
- All supplies should be returned to the original drop-off location as per the supplied map.

## **Changes or Cancellations**

- Any changes to an order (e.g. more or less required equipment, adjusted timing, etc.) must be approved by the Supervisor of Centralized Services a minimum of 48 hours prior to the event.
- No refunds will be given for inclement weather if supplies have already been delivered.

## **Payment**

- Payment must be received a minimum of two (2) business day prior to the event or delivery will not be made.
- Internal (City of Mississauga) rentals must provide an account number for chargeback.
- Payment can be made by contacting the Parks & Recreation Customer Service Centre at 905-615-4100.