



## Penny Lane Wedding Store Services Agreement

### Event Information

Date of Setup:

Date of Event:

Ceremony Location:

Reception Location:

### Customer Information

Name:

Phone Number:

Email Address:

### Terms & Conditions

1. All rental products remain the property of Penny Lane Wedding Store (Penny Lane) at all times when in the possession of the Customer or on location.
2. Penny Lane reserves the right to reclaim these items at any time at its sole discretion if there is reason to believe these items are being willfully damaged or used in an unsafe manner.
3. Penny Lane is not responsible for verifying accuracy of measurements regarding rental items. The customer assumes full responsibility to ensure the items selected are the appropriate size, shape, fit, etc. for their intended use.
4. Client acknowledges that the items being rented have been previously used and occasionally there may be small signs of normal repeated use. Penny Lane takes every effort to ensure all items are clean, sanitized and properly prepared for use.
5. Penny Lane is not responsible for any personal injury or property damage that may occur as a result of using any of the items rented. Liability rests entirely with the customer. We encourage proper safety measures at all times when dealing with candles, electricity, or glassware.

### Setup Service Policies

1. A detailed consultation with a Penny Lane representative must take place prior to the event setup date. At this consultation the design specifics and event requirements will be discussed and documented in detail. This is a critical step in the process and is mandatory for all setup services.
2. It is the client's responsibility to contact the venue to ensure there will be access to this location at the time documented above. The inability to access the location is not the fault of Penny Lane, and delays in commencing setup may result in additional fees, at the discretion of Penny Lane.
3. Setup will be limited to the items/designs discussed during the initial consultation. Additional materials, changes or quantities cannot be added at time of setup.
4. Set - up service of the ceremony is to commence at \_\_\_:\_\_\_ AM/PM on the event date listed above. Delaying the start of set - up service may result in additional fees, at the discretion of Penny Lane.
5. Set - up service of the reception is to commence at \_\_\_:\_\_\_ AM/PM on the event date listed above. Delaying the start of set - up service may result in additional fees, at the discretion of Penny Lane.
6. Upon completion of setup, the Penny Lane Consultant will document the setup via photographs of all aspects discussed in the initial consultation.
7. The client remains responsible for the condition of all rental items, with related costs due to damage or loss.
8. If there are any difficulties or a lack of satisfaction regarding the setup, this must be communicated to Penny Lane, either by phone at 382-5505, or in person with the on-site consultant, **BEFORE** the event commences. Penny Lane cannot provide any compensation or discounts once the event commences.

### Take-down Service Policies

1. Take-down service will be limited to only rentals and materials provided by Penny Lane. Penny Lane is not responsible for cleanup of additional items provided by any other rental agency, the venue, or the client, unless otherwise specifically stated in writing during the initial consultation.
2. Take-down service of the ceremony is to commence at \_\_\_:\_\_\_ AM/PM on the event date listed above. Delaying the start of take-down service may result in additional fees, at the discretion of Penny Lane.
3. Take-down service of the reception is to commence at \_\_\_:\_\_\_ AM/PM on the event date listed above. Delaying the start of take-down service may result in additional fees, at the discretion of Penny Lane.
4. Take-down of Penny Lane items must be done by a Penny Lane representative unless otherwise specifically stated in writing during the initial consultation.

### Overall Service Policies that Apply to all Orders

1. All service requests require a non-refundable minimum 50% deposit. Penny Lane reserves the right to request a higher deposit on large orders or at its discretion. **NO EXCEPTIONS.**
2. A valid credit card **must** be placed on file at time of order.
3. Cancellation Policy - A. Cancellation 60 or more days prior to event will forfeit the 50% deposit on account.  
B. Cancellation less than 60 days but more than 21 days prior to event date will forfeit the 50% deposit on account, as well as 50% of the remainder left owing, which will be charged to the credit card on file.  
C. Cancellations less than 21 days prior to the event date will forfeit the entire cost of the services requested which will be charged to the credit card on file.

I have read, understood, and agree to comply with all terms, conditions and policies outlined above.

\_\_\_\_\_  
CUSTOMER SIGNATURE

\_\_\_\_\_  
DATE SIGNED

Thank-you for choosing Penny Lane Wedding Store for your special event needs. If there is anything we can do to improve on our products or services, please do not hesitate to contact the owner, Fei Sun, at [info@pennylanewedding.com](mailto:info@pennylanewedding.com)  
Penny Lane Wedding Store #15 – 1724 Quebec Avenue Saskatoon SK S7K 1V9 P: 382-5505 F: 382-9641  
[www.pennylanewedding.com](http://www.pennylanewedding.com) [www.facebook.com/pennylaneweddingstore](http://www.facebook.com/pennylaneweddingstore)