April 17th, 2020

        I realize this is a challenging situation for everybody and we at Complete Rent-Alls are doing our best to accommodate as many people as possible. We have had several people inquire about our cancellation policies due to the Coronavirus for future bookings and i would like to address what we are doing to try and assist people that have been forced to cancel or re-book.

We do have a strict 30% non-refundable deposit policy which is required in order for us to actually hold a booking for a specific date. This deposit is not only essential for locking in the date and inventory you require, but also enables us to continue to employ our staff over the winter months when we have very little orders coming in for several months. Unfortunately the 30% deposits are still non refundable, but to assist our clients in these difficult times, any client that has been forced to cancel their booking due to the Coronavirus will be allowed to reschedule to another date within one year of the original scheduled date without incurring any additional fees. We would however need to know at least 1.5 month ahead so that we can make the proper arrangements and open those dates up for other rentals. This however may not apply to any products or services that Complete Rent-Alls has outsourced on the clients behalf, such as Decor services, Linen orders or Portable toilet orders as these products and services are out of our direct control. That being said we will always act in our client's best interests and do our best to assist them in any way we can.

For re-bookings, we would also need to work closely with the client to determine a date that works for both the client and Complete Rent-Alls as we do have obligations to all our clients that have left deposits and several dates may already be full.

    If any further clarifications are required, please feel free to contact our Head office at (905) 389-2209. Thank you very much.

Stay safe and please take care of each other.

David MacKay
Assistant General Manager
Complete Rent-Alls