

EVERGREEN

EVENTS



2024



Introducing Evergreen Events

Our collection. **Your** moments.

Evergreen Events is a modern, full-service speciality rental decor and design company servicing St. John's and surrounding areas. Made for those who have an eye for modern design, we are proud to offer a carefully curated collection of timeless and adaptable event decor.

Drawing on over a decade of experience, our philosophy is rooted in a passionate commitment to create extraordinary experiences that foster connection. Whether you're planning an elegant wedding or a sophisticated corporate gathering, our collection ensures your envisioned moments make a lasting impression.



The Collection

Our decor caters to a modern, yet timeless aesthetic. From everlasting classics to trendy finds, we are continually sourcing captivating pieces to enhance our collection.

Offering everything from champagne carts and flower walls, to vases and lanterns; table runners, candle holders, and everything in-between, we take pride in being the go-to destination for all your event decor needs.





Our Services

Our team believes that events are as unique as the individuals hosting them. Allowing your personal style to shine, we proudly offer custom rental packages that are crafted to perfectly suit the individual needs of every client.

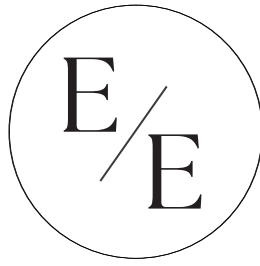
Whether you're a hands-on DIY bride simply seeking decor rentals or a busy event organizer in need of comprehensive assistance, our adaptable rental approach ensures you'll have everything you need, precisely when and how you need it.

CUSTOM DECOR PACKAGES

SET-UP AND TEAR DOWN

CONSULTATIONS





Frequently Asked Questions

01. What is the standard rental period?

Our pricing is based on a one-day (1) rental period. To support your event planning, you can schedule to pickup your rental one (1) business day before and arrange for return one (1) business day after your event. Should you need our rentals for an extended duration, kindly reach out to our team to discuss long-term rental rates.

02. What happens if a rental is returned late?

We get it: life happens. However, late returns can trigger a chain reaction if the rented items are scheduled for another client. To address this, a late return fee will be applied if pieces are not returned within the rental agreement period.

03. Do you offer pick-up and delivery services?

Yes, we offer both delivery and pick-up services at an additional fee, calculated based on the venue location and order size. Kindly email us your event details, and our team will promptly provide you with a custom quote.

04. Do you offer decor set-up and tear down services?

Yes, we offer day-of-event support services on a first-come first-served basis. If these services are needed, contact us for availability and applicable fees- we'll do our best to accommodate!

05. Can I view my items in person?

Absolutely. For appointments, please email us with your event details and a member of our team will connect with you to coordinate a date and time that works best for you.

06. What's the best way to book a rental order?

Placing an order is made easy through the quote form on our website. Alternatively, you can also email us at hello@evergreeneventsnl.ca. Once your request has been reviewed, a member of our team will be in touch to discuss inventory availability and answer any questions.

07. How far in advance should I book my items?

The collection is available on a first-come-first-served basis. To ensure availability, we recommend securing rentals well in advance of the event date. Rentals become secured upon receipt of a signed contract and a non-refundable 50% deposit.

Notably, rentals under \$500 must be paid in full upfront.

08. How do I know my order is confirmed?

Upon successful payment, an official confirmation email will be sent to you to seal the deal.

09. What is the purpose of the standard non-refundable fee?

A non-refundable fee is charged for all orders to secure and guarantee availability on preferred dates, providing peace of mind during the rental period. This fee covers cleaning and maintenance, and addressing minor wear and tear. However, damages beyond normal usage, broken decor, or lost items will incur additional charges at the discretion of Evergreen Events, with clients responsible for replacement fees in cases of damage or loss.

10. What happens if an item is damaged or lost?

We charge a replacement fee for any rental items that are damaged, broken, or missing, including packaging. The specific fee is contingent on the item itself, and our ability to source a replacement. Should an issue arise, a member of the Evergreen Events team will connect directly with the client.

Throughout the entirety of the rental period, clients are responsible for maintaining the condition of the items. For a comprehensive breakdown of individual items and their corresponding replacement fees, kindly reach out to us via email at hello@evergreeneventsnl.ca.

11. What happens if a vendor or venue breaks/damages an item?

The client who enters into the contract is responsible for both the rental charges and any damages, breakages, or missing items throughout the entirety of the rental duration.

12. What is the deadline for adding items to my order?

We strive to accommodate flexibility, although this is entirely contingent upon item availability and our capacity to re-rent in case of cancellations. With that in mind, additions can be made up to two (2) weeks before your event.

13. What are the payment terms?

For standard rentals, a 50% non-refundable deposit and a damage deposit are required to hold your date. The remaining 50% is due at least 14 days before the rental date.

Quantity reductions of 30% or less can be made up to 30 days before the event, and reductions of 15% are accepted within 15-29 days prior.

Please note that we cannot accept reductions within 14 days of the event, however, increases are possible, subject to availability. All payments can be made via credit card or e-transfer.

14. What is the cancellation process?

Clients are welcome to make adjustments to orders until forty-five (45) days before their scheduled event. If you require more items, and they are available, the Evergreen Events team will provide a revised cost. However, once your order is fully paid, no refunds will be made for removing items from the order. Orders may be cancelled by providing written notice at least forty-five (45) days before the event date. All payments made prior to the cancellation date are non-refundable.

15. Are there additional fees for holiday rentals?

For rentals requiring pick-up and/or delivery on stat holidays, there will be a 25% increase in labour and delivery fees.



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