

CANCELLATION AND REFUND POLICY

AidersPlus Platform | Transaction Layer | Final - July 22, 2026

Check the listing before booking

Cancellation refunds are determined by the cancellation policy selected by the Supplier for that listing. The applicable policy is displayed on the listing page before the Renter confirms a booking. All cancellations must be submitted through the Platform.

1. Scope

This Cancellation and Refund Policy applies to all bookings made through the AidersPlus Platform. It governs refunds of the Rental Fee, the Platform Service Fee, and the optional Damage Waiver fee. It also addresses the treatment of the Security Deposit in the event of cancellation.

2. Renter Cancellations

2.1 Cancellation Timeline and Refund Schedule

For the purpose of calculating the cancellation window, the booking start date and time is the scheduled pickup time shown in the Booking Summary. Times are in Eastern Time (ET).

Cancellation refunds are determined by the cancellation policy selected by the Supplier for that listing. The applicable policy is displayed on the listing page before the Renter confirms a booking. All cancellations must be submitted through the Platform.

Flexible Policy

- Cancellation more than ten (10) days before the booking start date: 100% refund of the Rental Fee
- Cancellation ten (10) days or fewer before the booking start date: no refund

Moderate Policy

- Cancellation more than ten (10) days before the booking start date: 75% refund of the Rental Fee
- Cancellation between five (5) and ten (10) days before the booking start date: 50% refund of the Rental Fee
- Cancellation five (5) days or fewer before the booking start date: no refund

Strict Policy

- Cancellation more than fourteen (14) days before the booking start date: 100% refund of the Rental Fee
- Cancellation between ten (10) and fourteen (14) days before the booking start date: 50% refund of the Rental Fee
- Cancellation ten (10) days or fewer before the booking start date: no refund

24-hour short-notice protection

Where a booking is confirmed fewer than ten (10) days before the booking start date, the Renter retains the right to cancel for a full refund of all amounts paid - including the Rental Fee, the CAD \$8.00 Platform Service Fee, and the Damage Waiver fee if purchased - within twenty-four (24) hours of booking confirmation, regardless of the Supplier's selected cancellation policy. This is AidersPlus's implementation of the statutory cooling-off protection under Ontario's Consumer Protection Act 2002 for bookings where the full ten (10) day cooling-off period cannot be observed because the booking start date falls within it.

Non-Refundable Amounts

For Renter-initiated cancellations, the following are non-refundable except where the Renter cancels within the twenty-four (24) hour cooling-off window described above or in Force Majeure:

- The CAD \$8.00 Platform Service Fee
- The Damage Waiver fee, once the booking is confirmed

Outside the cooling-off window, these amounts are non-refundable for Renter-initiated cancellations, regardless of the Supplier's cancellation policy or the timing of cancellation, except in Force Majeure (Section 6). If the Supplier cancels, all amounts paid are refunded under Section 3.

The card-on-file Deposit consent ends immediately upon cancellation. No charge is made to the Renter's stored card.

Approved refunds are returned to the Renter's original payment method via Stripe. Processing times are typically five (5) to ten (10) business days from the date AidersPlus initiates the refund, depending on the Renter's card issuer. AidersPlus is not responsible for delays caused by financial institutions.

2.2 Late Cancellation Hardship

In exceptional circumstances (documented medical emergency, bereavement, or natural disaster), the Renter may apply for a hardship waiver within forty-eight (48) hours of cancellation by contacting bookings@aidersplus.ca with supporting documentation. AidersPlus may, at its sole discretion, issue a partial or full refund credit (not a cash refund) to the Renter's Platform account for future use.

3. Supplier Cancellations

Suppliers are expected to honour all confirmed bookings. If a Supplier cancels a confirmed booking for any reason, the following applies:

- The Renter receives a full refund of all amounts paid, including the CAD \$8.00 Platform Service Fee and the Damage Waiver fee if purchased
- The Supplier forfeits the Rental Fee for that booking and no payout is issued
- The cancellation is recorded against the Supplier's performance metrics
- The Supplier's listing visibility in search results may be reduced following a cancellation

Repeat cancellations carry escalating consequences:

- Two or more cancellations within any ninety (90) day period: formal warning and listing demotion
- Three or more cancellations within any ninety (90) day period: account suspension or permanent removal

AidersPlus will not record a cancellation against a Supplier's performance metrics where the cancellation is caused by: (a) documented theft or damage to the equipment before the rental period; or (b) a declared emergency preventing pickup. Supporting documentation must be submitted within twenty-four (24) hours of the cancellation.

4. Modification of Bookings

Renters and Suppliers may mutually agree to modify booking dates, times, or components through the Platform messaging system, subject to AidersPlus's written approval. Modifications that result in a lower Rental Fee will trigger a pro-rata refund of the difference. Modifications that result in a higher Rental Fee require additional payment before the modification is confirmed.

The Platform Service Fee is not adjusted or refunded as a result of booking modifications.

5. No-Show

If a Renter fails to pick up equipment within two (2) hours of the agreed pickup time without prior notice, the booking is treated as a late cancellation (fewer than 3 days) and no Rental Fee refund is issued. The Supplier may mark the booking as a no-show through the Platform.

6. Force Majeure

Where a booking cannot be fulfilled due to a documented event beyond the reasonable control of either party - including a declared public health emergency, extreme weather, civil unrest, or act of government - either party may cancel without penalty. In such cases, the Renter will receive a full cash refund of all amounts paid, including the Rental Fee, the CAD \$8.00 Platform Service Fee, and the Damage Waiver fee if purchased. Refunds are returned to the Renter's original payment method via Stripe within five (5) to ten (10) business days after AidersPlus confirms the cancellation.

7. Refund Processing

Approved refunds are returned to the Renter's original payment method via Stripe. Refund processing times depend on the Renter's bank or card issuer and are typically five (5) to ten (10) business days from the date AidersPlus initiates the refund. AidersPlus is not responsible for delays caused by financial institutions.

Platform account credits (issued in lieu of cash refunds in hardship cases) are valid for twelve (12) months from the date of issue and are non-transferable.

8. Non-Refundable Amounts - Summary

Platform Service Fee (CAD \$8.00)	Non-refundable for Renter-initiated cancellations, except Force Majeure or cancellation within the 24-hour cooling-off window (Section 2.1); fully refunded if the Supplier cancels
Damage Waiver fee	Non-refundable for Renter-initiated cancellations and no-shows, except Force Majeure or cancellation within the 24-hour cooling-off window (Section 2.1); fully refunded if the Supplier cancels
Rental Fee - cancelled within cooling-off period (10 days of booking confirmation)	Fully refunded to Renter
Rental Fee - Flexible Policy, cancellation more than 10 days before start	Fully refunded to Renter
Rental Fee - Flexible Policy, cancellation <= 10 days before start	Not refunded
Rental Fee - Moderate Policy, cancellation more than 10 days before start	75% refunded to Renter

Rental Fee - Moderate Policy, cancellation 5-10 days before start	50% refunded to Renter
Rental Fee - Moderate Policy, cancellation <= 5 days before start	Not refunded
Rental Fee - Strict Policy, cancellation more than 14 days before start	Fully refunded to Renter
Rental Fee - Strict Policy, cancellation 10-14 days before start	50% refunded to Renter
Rental Fee - Strict Policy, cancellation <= 10 days before start	Not refunded
Supplier cancellation - all amounts paid	Rental Fee, Platform Service Fee, and Damage Waiver fee (if purchased) fully refunded to Renter; no Supplier payout
Rental Fee - Force Majeure	Fully refunded to Renter
Card-on-file Deposit consent	Ends on cancellation; the stored payment method is not charged

9. Changes to This Policy

AidersPlus may update this Cancellation and Refund Policy from time to time. Material changes will be communicated by email and/or by notice on the Platform at least fourteen (14) days before taking effect. Changes apply to bookings made after the effective date of the change.

10. Contact

For cancellation requests or refund enquiries: bookings@aidersplus.ca | 289-400-3093 | 3321 Mintwood Circle, Oakville, ON L6H 0N6

Questions

Contact bookings@aidersplus.ca or 289-400-3093.