

TERMS OF SERVICE

AidersPlus Platform / Last updated July 29, 2026

IMPORTANT: PLEASE READ THESE TERMS OF SERVICE CAREFULLY BEFORE USING THE AIDERSPLUS PLATFORM. BY CREATING AN ACCOUNT, ACCESSING, OR USING THE PLATFORM IN ANY WAY, YOU AGREE TO BE LEGALLY BOUND BY THESE TERMS AND OUR PRIVACY POLICY.

1. Introduction and Acceptance

These Terms of Service (“Terms”) govern your access to and use of the AidersPlus platform, including the website at aidersplus.ca and all marketplace, booking, payment, and associated services accessed through or initiated from that website (collectively, the “Platform”), operated by AidersPlus Inc. (“AidersPlus,” “we,” “us,” or “our”), a corporation incorporated under the Canada Business Corporations Act with its principal place of business in Oakville, Ontario, Canada.

By using the Platform, you (“User”) confirm that you have read, understood, and agree to be bound by these Terms and our Privacy Policy, incorporated herein by reference. If you do not agree, you must not access or use the Platform.

2. Description of the Platform

AidersPlus is an online peer-to-peer marketplace that connects individuals and businesses who wish to rent out event equipment they own (“Suppliers” or “Hosts”) with individuals and businesses who wish to rent such equipment for events (“Renters”).

AidersPlus acts solely as a marketplace operator and technology intermediary. AidersPlus is NOT a party to any rental agreement between Suppliers and Renters. We do not own, operate, manage, inspect, insure, or control any equipment listed on the Platform. We make no representations about the accuracy of any listing, the fitness of any equipment, or the conduct of any User.

The Platform currently supports the following equipment categories only (the “Whitelist”):

- Audio bundles (speakers, stands, mixers, wireless microphones, uplights)
- Lighting packages (LED uplights, par cans, basic controllers)
- Projector and screen kits
- Photo booths (iPad/SLR booths, props, backdrops, stands)
- Premium décor (flower walls, arches, pipe-and-drape, backdrops, décor bundles)
- Premium seating and table sets

Any equipment that does not fall within these categories is strictly prohibited on the Platform. AidersPlus reserves the right to update the Whitelist at any time.

3. Eligibility

To use the Platform, you must:

- Be at least 18 years of age
- Be capable of entering into a legally binding contract under applicable Canadian law
- Be located in, or conducting a rental transaction within, the Province of Ontario, Canada
- If registering on behalf of a corporate entity, have full authority to bind that entity to these Terms

AidersPlus reserves the right to refuse service, close accounts, or cancel bookings at its discretion for Users who do not meet eligibility requirements or who violate these Terms.

4. Account Registration and Security

You must create an account to access most features of the Platform. You agree to provide accurate, current, and complete information during registration and to keep your account information up to date at all times.

You are solely responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account. You must notify AidersPlus immediately at support@aidersplus.ca if you suspect any unauthorized use of your account.

AidersPlus reserves the right to suspend or terminate accounts that: (a) provide false or inaccurate information; (b) violate these Terms; or (c) engage in conduct that AidersPlus reasonably believes is harmful to the Platform or other Users.

5. Supplier Terms

5.1 Listing Requirements

Suppliers may list only equipment that falls within the Whitelist categories defined in Section 2.

Each listing must:

- Accurately describe the equipment, including its condition, all included components, and any known defects, wear, or limitations
- Include at least three (3) clear, recent photographs that accurately represent the equipment's current condition
- State the rental period, pickup location, and any applicable restrictions
- Only include equipment owned by or under the lawful control of the Supplier
- Include equipment that is clean, in good working order, and safe for its intended use

Suppliers are solely responsible for ensuring their equipment complies with all applicable safety standards, electrical codes, and regulations. AidersPlus does not inspect equipment.

5.2 Pricing and Availability

Suppliers set their own rental prices and manage their own availability calendars. Suppliers are responsible for keeping their calendars accurate and up to date. Once a

Booking is confirmed, the Supplier is bound to fulfil the rental at the agreed price and terms, except as permitted under Section 10 (Cancellation).

5.3 Supplier Commission

For each completed Booking, AidersPlus retains a Supplier Commission equal to fifteen percent (15%) of the Rental Fee. The Supplier receives eighty-five percent (85%) of the Rental Fee, subject to any other deduction expressly authorized by the applicable Booking documents or required by law. The Renter's CAD 8 Platform Service Fee, optional Damage Waiver fee, and applicable taxes are separate and are not deducted from the Supplier's gross share.

5.4 Payouts

Supplier payouts are processed through Stripe Connect. Suppliers must complete Stripe's identity verification and onboarding before a listing is activated and before payouts can be issued. Payouts are initiated after a Booking is completed and no damage dispute is pending, typically within five (5) business days.

AidersPlus is not responsible for delays caused by Stripe's processing systems, financial institutions, or errors in Supplier-provided banking information.

5.5 Supplier Obligations and Taxes

Suppliers are responsible for all taxes applicable to rental income earned through the Platform, including Harmonized Sales Tax (HST) where applicable. AidersPlus does not provide tax advice. Suppliers are encouraged to consult a tax professional regarding their obligations.

Suppliers must respond to Booking requests within forty-eight (48) hours. Requests not responded to within this window will be automatically declined. Suppliers are responsible for providing clear pickup instructions and being available within their stated pickup window.

AidersPlus does not provide insurance for Supplier equipment. Suppliers are solely responsible for obtaining and maintaining any insurance they deem appropriate for their listed equipment.

6. Renter Terms

6.1 Booking Process

Renters may browse listings and submit Booking requests for available equipment. A Booking is confirmed only when: (a) the Supplier accepts the request; and (b) payment is successfully processed through Stripe. AidersPlus does not guarantee the availability of any equipment until a Booking is confirmed.

Requests submitted fewer than twenty-four (24) hours before the scheduled rental start are treated as short-notice requests and remain subject to Supplier availability and acceptance.

6.2 Booking Fee

AidersPlus charges the Renter a non-negotiable Platform Service Fee of CAD \$8.00 per booking. This fee is separate from the Rental Fee set by the Supplier and is collected at booking confirmation. It is displayed as a separate line item on the checkout page before payment is submitted.

6.3 Renter Obligations

By confirming a Booking, the Renter agrees to:

- Treat all rented equipment with reasonable care and return it in the same condition as received, normal wear and tear excepted
- Complete the Photo Checklist (Section 8) at both pickup and return
- Return all equipment within the agreed return window. Late returns may result in additional charges at the Supplier's daily rate
- Not sublease, lend, or transfer rented equipment to any third party
- Use equipment only for its intended lawful purpose
- Obtain any permits, licenses, or authorizations required for the intended use of the equipment
- Not remove, obscure, or alter any identification markings, serial numbers, or branding on the equipment

6.4 Identity Verification

From the first day of Platform operations, Renters must complete formal identity verification through Stripe Identity before confirming their first Booking. Suppliers must complete Stripe's identity verification and onboarding before a listing is activated. AidersPlus may require additional verification where reasonably necessary for fraud prevention, account security, or compliance purposes. Government-issued identification is collected and processed by Stripe, not by AidersPlus through email, messaging applications, or other manual channels.

7. Payment Terms

7.1 Payment Processing

All payments are processed through Stripe, Inc. By using the Platform, you agree to Stripe's Terms of Service and Privacy Policy, available at stripe.com. AidersPlus does not store full credit card numbers or payment credentials.

7.2 Booking Payment

The total amount charged to the Renter at Booking confirmation includes the Rental Fee set by the Supplier, the CAD 8 Platform Service Fee, any applicable taxes, and any optional add-ons selected by the Renter (such as the Damage Waiver described in Section 11). Payment is collected at the time of Booking confirmation.

HST at thirteen percent (13%) applies to the Rental Fee, the Platform Service Fee, and the Damage Waiver fee (if purchased), as each constitutes a taxable supply of services.

7.3 Card-on-File Security Deposit

AidersPlus uses a card-on-file deposit model. No authorization hold is placed on the Renter's payment method at booking, and no funds are transferred or frozen at that time. The Renter's available credit or bank balance is not affected, and no pending transaction appears on their statement.

At Booking confirmation, the Renter's payment method is securely saved by Stripe. The Renter provides explicit consent at checkout for AidersPlus to charge the stored card only if damage is confirmed following the return inspection and dispute process. This consent is captured through click-wrap acceptance and logged with a timestamp.

Deposit amounts by equipment risk tier:

- Low Risk (Premium Decor): CAD \$150
- Medium Risk (Seating and Table Sets, Lighting Packages, Projector Kits): CAD \$300
- High Risk (Audio Bundles, Photo Booths): CAD \$500

The applicable tier is displayed to the Renter before booking confirmation and is set by AidersPlus at listing approval. AidersPlus reserves the right to reassign a listing's risk tier at any time.

If the equipment is returned in acceptable condition with no damage claim, no charge is made, and the stored card is not used. If damage is confirmed through the dispute process in Section 9, AidersPlus will initiate a charge against the stored card for the confirmed damage amount, up to the applicable tier ceiling. The Renter will be notified before any charge is processed.

AidersPlus does not store card numbers. All payment details are encrypted and tokenized by Stripe in compliance with PCI DSS standards.

8. Photo Checklist

Both Suppliers and Renters are required to complete a photo condition checklist at pickup and again at return, using the Jotform link provided in their Booking confirmation email. Each party submits their own checklist independently. The checklist captures timestamped photos and a condition report of the equipment at each handoff.

Checklists are submitted through the AidersPlus Jotform forms, which are accessible on any device without a login. Both forms are mobile-optimized to allow photo uploads directly from a phone camera at the point of handoff.

Jotform submissions constitute the primary evidentiary record for any deposit charge or damage dispute. AidersPlus will not consider evidence submitted outside the Jotform system when resolving disputes.

Consequences of non-completion:

If a Renter fails to complete the pickup checklist, the Supplier's own Jotform submission will be treated as the sole record of equipment condition at pickup. The Renter will not be able to contest that record.

If a Renter fails to complete the return checklist, AidersPlus may determine the claim using the Supplier's return submission and any other available evidence. No Deposit charge will be processed unless damage is confirmed through the dispute process in Section 9.

AidersPlus will review Jotform return submissions and any related damage claim according to the notice, response, and determination timeline in Section 9.

9. Damage Claims and Dispute Resolution

If a Supplier believes equipment has been damaged during a rental, they must file a damage claim through the Platform within twenty-four (24) hours of equipment return. Claims submitted after this deadline will not be accepted. AidersPlus strongly recommends that suppliers complete and submit the return checklist in the Renter's presence before the Renter leaves.

To file a valid claim, the Supplier must submit: (a) the return Photo Checklist comparing condition at pickup and return; (b) clear timestamped photographs of the damage; and (c) a repair estimate or replacement cost quotation from a qualified provider.

Upon receiving a valid claim, AidersPlus will notify the Renter within twenty-four (24) hours and provide the Renter forty-eight (48) hours to submit a written response and supporting evidence. AidersPlus will issue a determination within five (5) business days of receiving all required evidence. Complex claims may take up to ten (10) business days; both parties will be notified of any extension.

AidersPlus acts as a neutral intermediary in all disputes. Its determinations are made in good faith based on available Platform evidence and are final within the Platform. They do not constitute legally binding arbitration and do not affect either party's right to pursue civil remedies through the courts of Ontario.

Upon confirmed damage, liability is applied in the following order:

- **First: Damage Waiver pool, if the Renter purchased coverage at checkout (up to CAD \$750 for eligible damage)**
- **Second: Security Deposit charge against the Renter's stored card, for amounts above the Waiver limit or for damage not covered by the Waiver**
- **Third: The Renter's personal liability, for amounts exceeding both the Waiver limit and the applicable Deposit tier. This remaining balance is a matter between the Renter and the Supplier directly; AidersPlus does not investigate, collect, or otherwise participate in recovery of amounts exceeding the Deposit tier.**

The maximum Deposit charge is the lesser of the documented repair or fair-market replacement cost and the applicable Deposit tier (CAD \$150 / \$300 / \$500). AidersPlus will

disburse the approved damage amount to the Supplier's Stripe Connect account within five (5) business days of charge confirmation.

After the determination and any approved Deposit charge, either party may appeal within seven (7) days by submitting new evidence in writing to support@aidersplus.ca. Appeals based solely on disagreement with AidersPlus's assessment, without new evidence, will not be accepted. If an appeal reverses or reduces a charged amount, AidersPlus will refund the applicable amount to the Renter's original payment method. The final determination on appeal is binding within the Platform.

Disputes involving theft, non-return, or gross negligence are not covered by the Damage Waiver and may be referred to law enforcement or pursued through civil proceedings. AidersPlus shall not be made a party to any such proceedings. Both parties agree that AidersPlus may disclose Platform records, including booking data, checklist submissions, and communications, to a competent court or law enforcement authority as required by law.

10. Cancellation and Refund Policy

10.1 Renter Cancellations

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

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

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 (Section 10.3):

- 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. If the Supplier cancels, all amounts paid are refunded under Section 10.2.

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.

10.2 Supplier Cancellations

Suppliers are expected to honour all confirmed bookings. A Supplier cancellation should occur only in exceptional circumstances, such as documented equipment failure, theft, or a declared emergency preventing pickup.

When a Supplier cancels a confirmed booking, 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

AidersPlus will not record a cancellation against a Supplier's performance metrics if the cancellation is due to documented equipment theft, mechanical failure, or a declared emergency, provided the Supplier submits supporting documentation within twenty-four (24) hours of the cancellation.

10.3 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.

11. Damage Waiver

At checkout, Renters may optionally purchase a Damage Waiver ("Waiver") for a fee equal to ten percent (10%) of the Rental Fee only, rounded to the nearest dollar.

THE DAMAGE WAIVER IS NOT INSURANCE. It is an optional, platform-administered risk-sharing contribution that may be applied to offset documented costs of accidental damage to rented equipment, subject to the conditions and limits set out below.

The Waiver covers accidental damage to the rented equipment up to a maximum of CAD \$750 per Booking.

The Waiver does NOT cover:

- Theft or non-return of equipment
- Intentional damage or vandalism
- Gross negligence
- Damage resulting from use of equipment outside its intended purpose or in violation of these Terms
- Pre-existing damage documented in the pickup photo checklist
- Loss of or damage to third-party property or personal injury

The Waiver fee is non-refundable once a Booking is confirmed, except as provided in Section 10 (Cancellation and Refund Policy) for cancellations within the cooling-off window or in Force Majeure. AidersPlus reserves the right to modify Waiver terms, pricing, and coverage limits upon thirty (30) days' written notice.

12. Prohibited Conduct

Users must not use the Platform to:

- List or rent equipment outside the Whitelist categories
- Provide false, misleading, or inaccurate information in listings, profiles, or communications
- Conduct or facilitate any transaction outside the Platform in order to circumvent Platform fees
- Harass, threaten, defame, or abuse any other User
- Violate any applicable federal, provincial, or municipal law or regulation
- Infringe the intellectual property rights of AidersPlus or any third party
- Use automated tools to scrape, crawl, or extract data from the Platform without written permission from AidersPlus
- List equipment subject to a lien, security interest, or other encumbrance that restricts rental without prior written disclosure
- Engage in any fraudulent, deceptive, or manipulative conduct

AidersPlus reserves the right to remove listings, suspend accounts, and report conduct to appropriate authorities in response to violations of this Section.

13. Intellectual Property

The Platform and all its content, features, and functionality, including software, text, graphics, logos, and user interface design, are owned by AidersPlus and are protected by Canadian and international copyright, trademark, and other intellectual property laws.

Users retain ownership of content they submit to the Platform, including listing descriptions and photographs. By submitting content, Users grant AidersPlus a non-exclusive, royalty-free, worldwide, sublicensable license to use, reproduce, display, and distribute such content solely for the purpose of operating and promoting the Platform.

Users represent and warrant that they own or have the right to grant this license for all content they submit, and that such content does not infringe the rights of any third party.

14. Disclaimers of Warranties

THE PLATFORM IS PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AIDERSPLUS MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

AIDERSPLUS DOES NOT WARRANT THAT: (a) THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE; (b) ANY LISTING IS ACCURATE OR COMPLETE; (c) ANY SUPPLIER OR RENTER IS WHO THEY CLAIM TO BE; OR (d) ANY EQUIPMENT LISTED ON THE PLATFORM IS FIT FOR ANY PARTICULAR PURPOSE.

15. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AIDERSPLUS'S TOTAL LIABILITY TO ANY USER ARISING FROM OR RELATED TO THESE TERMS OR USE OF THE PLATFORM SHALL NOT EXCEED THE GREATER OF: (a) THE TOTAL PLATFORM FEES PAID BY OR TO THAT USER IN THE TWELVE (12) MONTHS PRECEDING THE CLAIM; OR (b) CAD \$500.

IN NO EVENT SHALL AIDERSPLUS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOSS OF REVENUE, LOSS OF DATA, PERSONAL INJURY, OR PROPERTY DAMAGE, WHETHER ARISING IN CONTRACT, TORT, OR OTHERWISE.

Nothing in these Terms limits liability for fraud, wilful misconduct, gross negligence, or any liability that cannot be limited under applicable law.

16. Indemnification

You agree to defend, indemnify, and hold harmless AidersPlus, its directors, officers, employees, contractors, and agents from and against any claims, damages, losses, liabilities, costs, and expenses (including reasonable legal fees) arising from: (a) your use of the Platform; (b) your violation of these Terms; (c) your violation of any applicable law or regulation; (d) any rental transaction you conduct through the Platform; or (e) content you post on the Platform.

17. Termination

AidersPlus may suspend or terminate your account and access to the Platform at any time, with or without cause and with or without notice, including for violation of these Terms or conduct that AidersPlus determines is harmful to the Platform, other Users, or third parties.

You may close your account at any time by contacting support@aidersplus.ca. Closing your account does not cancel any pending Bookings or relieve you of any outstanding obligations. Upon termination, all licenses granted to you under these Terms cease immediately.

18. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein, without regard to conflict of law principles. Any dispute arising from or related to these Terms or use of the Platform shall be submitted to the exclusive jurisdiction of the courts of the Province of Ontario.

19. Amendments

AidersPlus reserves the right to modify these Terms at any time. Material changes will be communicated by email to the address on your account and/or by prominent notice on the Platform, at least fourteen (14) days before the changes take effect. Continued use of the Platform after the effective date of any change constitutes your acceptance of the revised Terms.

20. Contact Information

For questions or concerns regarding these Terms, contact:

AidersPlus Inc.

Email: info@aidersplus.ca

Phone: 289-400-3093

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