Sorbara Hospitality Group Inc.

Terms & Conditions

Last updated: November 1, 2026

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1. About These Terms

These Terms & Conditions ("Terms") form an agreement between Sorbara Hospitality Group Inc. ("SHG", "we", "us" or "our") and the business or person that orders or uses our services or products ("Customer", "you" or "your").

SHG provides commercial laundry services, linen rental programs, facility supplies and event linen rentals to businesses in Ontario. These Terms apply to all of them. Your quote, order confirmation, invoice or service agreement sets out the specific items, quantities, prices, delivery schedule and term for your account. By placing an order, signing an agreement or using our services, you agree to these Terms.

2. Who Can Open an Account or Rent From Us

The person placing an order or signing for an account must be at least 21 years old, must hold valid identification, and must be authorized to act for the business they represent. You must provide a valid credit card in the name of the Customer or its authorized representative, or another payment method we approve, at the time of your first order.

3. Rental Period

- **Event linen rentals:** The rental period is set out in your order. It begins when the linens are delivered to you or picked up by you, and ends when they are returned to us or collected by us.
- **Linen rental programs:** The term, delivery frequency and quantities are set out in your service agreement or order confirmation.

Items that are returned or made available for collection late may incur additional charges.

4. Use of Rented Linens and Products

You agree to use our linens, garments and products only for lawful purposes and for their intended use, and to follow any care, handling or safety instructions we provide. Rented items must not be used for any illegal activity or in a way that could cause harm, permanent staining or damage (for example, as cleaning rags, or with paint, oil, grease or chemicals they are not designed for). You are responsible for all fines, penalties and charges that result from misuse of our items.

5. Damage, Loss and Shortages

Rented linens and garments remain the property of SHG at all times. While items are in your care, from delivery until they are returned to us or collected by us, you are responsible for any items that are lost, stolen, damaged beyond normal wear, or not returned. These items will be charged to you at the replacement or repair cost set out in your agreement, or at our then-current replacement pricing if your agreement does not set one.

Please keep rented items in a clean, dry and secure place, and return soiled items separately from any items that are not ours.

6. Insurance and Liability

SHG carries basic insurance coverage as required by law. You are responsible for any loss of or damage to our items that is not covered by that insurance. Additional coverage may be available at the time of your order.

To the extent permitted by law, SHG is not liable for any injury, loss or damage caused by the use of our rented items or products. You agree to indemnify and hold SHG harmless from any claims, damages or expenses that arise from your use of our items or products.

7. Delivery, Pickup and Setup

We deliver to, and pick up from, a main-floor receiving area with no stairs. We do not provide setup services (for example, dressing tables or arranging linens at an event) unless we have agreed to do so in writing. You must make sure the delivery and pickup location is accessible and safe at the scheduled time. Any delays or extra costs caused by an inaccessible location, or by no one being available to receive or release items, will be billed to you.

8. Laundering, Maintenance and Care

SHG is responsible for the regular laundering, maintenance and repair of our rented linens and garments at our commercial laundry in Bolton. Please tell us right away about any issue with an item you receive. Do not repair, alter, or arrange for anyone other than SHG to launder our rented items.

9. Service Issues and Incidents

If there is a problem with a delivery, an item, or our service, or if an incident or accident involves any of our items, contact us immediately and follow our instructions about replacement or repair. Any accident must be reported to us and, where applicable, to the appropriate authorities.

10. Facility Supplies

Orders for facility supplies are subject to availability. Product descriptions and prices are as shown in your quote, order confirmation or on our website at the time you order. Delivery terms in section 7 also apply to supply orders.

11. Payments and Deposits

Rental charges, service charges, product prices and any deposits are set out in your quote, order confirmation, invoice or service agreement. You authorize SHG to charge the credit card or payment method on file for any additional charges incurred during your rental or service period, including, but not limited to, late return charges, damage, loss and replacement charges, and delivery charges.

12. Cancellations and No-Shows

- **Event linen rentals and one-time orders:** Cancellations made more than 7 days before the rental period begins are eligible for a full refund. Cancellations are not accepted within 7 days of the start of the rental period. If no one is available to receive a scheduled delivery (a "no-show"), the full rental amount will be charged.
- **Linen rental programs and ongoing service:** Cancellation is handled as set out in your service agreement.

13. Ending the Agreement

SHG reserves the right to end this agreement, or any order or service, at any time for any reason. When the agreement ends, you must make all of our rented items available for return immediately and pay any amounts owing.

14. Governing Law

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada that apply there. Any dispute arising from these Terms will be resolved in the courts of Ontario.

15. Changes to These Terms

SHG may change these Terms at any time. Changes take effect as soon as we give you notice of them, including by posting the updated Terms on our website.

16. Entire Agreement

These Terms, together with your quote, order confirmation, invoice or service agreement, make up the entire agreement between you and SHG. No other agreements, representations or warranties, whether spoken or written, form part of this agreement unless they are expressly stated in it.

17. Acceptance

By doing business with Sorbara Hospitality Group Inc., you confirm that you have read, understood and agree to these Terms. This agreement is valid and binding even without a physical signature. Placing an order, using our services, or receiving or using our rented items means you accept all of these Terms.

18. Contact Us

If you have any questions about these Terms, please contact us:

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