

TENT INFORMATION SHEET

Prior to tent installation, we ask that you check upon a few important items for us:

Tent site

Tents can be set up on a variety of surfaces ie. Grass, asphalt, etc. A level surface is easiest to work with. All tents require that stakes be put into the ground, asphalt, etc. These stakes set away from the perimeter of the tent approximately 6-8'. When choosing a site, be sure to allot enough room for this. For instance, if you are considering a 30'x30' tent, your tent site should be at least 42'x42'. If you have any doubts, we would be glad to come out to the site to measure.

Above ground utilities

Depending on the size of the tent you are considering, the center pole height could range anywhere from 11-21' tall. This could oftentimes be a problem with low branches or power lines. Again, should you have any concerns we would be glad to check the tent site for you.

In ground utilities

Depending on the size of the tent you are considering, the stakes used to secure the tent could range anywhere from 1 1/2' -3' in length. The majority of the stake length will be under ground once the tent is installed. If the tent site is near any underground utilities or sprinkler systems, please be sure to have them marked prior to our arrival to install the tent. Customer assumes full responsibility for damage to all underground utilities. To have utilities marked call 1-800-382-5544.

Prior to tent installation

If the tent is to be installed in your yard for the weekend, please mow your yard on Tuesday. Have the area cleared and prepared for us prior to arrival. Your order needs to be paid in full prior to delivery, that way the tent installers can concentrate on the task at hand.

Confirmation

We will reach you the week of your event for delivery confirmation. Any last minute details are to be given at that time. If the tent site is not easily accessible to a large box truck or if your yard is very moist due to rainfall, we need to know that prior to the delivery. Thirty day cancellation notice is required or you will forfeit your deposit. Payment in full as well as any last minute changes to your order must be made 7 days prior to the order leaving the store. Delivery will not be scheduled until order is paid.

Tent installation

If we are installing the tent for you, please be sure to be at the tent site when we arrive to direct us as to where the tent is to be placed. If the tent size is 40x80 or greater, the tent crew may wish to begin very early in the morning in which case they will make prior arrangements (if necessary) to know the exact location you wish the tent to be. If you have ordered other items to be delivered with the tent, they will be placed inside the tent once it is installed unless you inform us otherwise. If you are paying for installation of tables and chairs, we will be glad to do so once the tent is installed. Otherwise, the tables and chairs will be left in organized stacks for you to disperse to your liking.

During event

Tents are temporary structures and are not guaranteed weather proof. Use good judgment during inclement weather. Customer assumes all weather related risks.

Tent tear down

Please have everything ready for pickup. Tables and chairs need to be in organized stacks. All non-rented items and decorations need to be removed prior to our arrival. You need not be present as long as all items are accessible.

We appreciate your checking on the above items. If you have any questions, please don't hesitate to call. Our tent crews take great pride in their work and go to great lengths to make sure your outdoor event is a success!