

## **FAQs**

### **DO I HAVE TO REPLACE THE FUEL IN THE EQUIPMENT ?**

Yes, otherwise there is a refuel charge.

### **HOW SOON DO I NEED TO RESERVE MY ORDER ?**

The sooner the better. If we receive your reservation deposit early, we can prioritize delivery/pick-up times and assure you of availability of certain items. If you wait until the last minute to add items during peak season, chances are they will not be available. We generally ask for a 50% NON-REFUNDABLE DEPOSIT to reserve and ask that it be done in the store. Phone reservations are discouraged due to privacy, security, and legal concerns.

### **DO SIDE WALLS COME WITH THE TENT ?**

No. Side walls are an accessory and are an additional charge.

### **WHAT FACTORS SHOULD I CONSIDER WHEN PICKING THE LOCATION AND STYLE OF MY TENT ?**

Underground utilities, sprinkler systems, septic tanks & fields, wires, cables, etc. You also want to look for overhead obstructions like trees and power lines. Area should be clear of furniture, structures, or vegetation, and should be level. Pole stake-down style tents can be set-up in the grass (or concrete as long as we can drill holes for the stakes - filling in holes is an additional charge) while Frame style tents can be used on both the grass and pavement. Frame style tents will require close access to a water spigot to fill our 55 gal. water barrels. We will require an additional 5' around the perimeter for our ropes and stakes. It is important to let us know the type of installation you will require so we can be prepared.

### **WHEN DO YOU SET UP AND REMOVE THE TENT ?**

For large events we usually try to set up one to four days early. Many factors such as weather, flexibility of scheduling, size of installation, and coordination of other services such as decorating, catering, and venue policy influence the time of set-up. Removal is usually a day or two after the event.

### **DO I NEED A PERMIT FOR MY TENT ?**

Most tents used for personal use do not require a permit. But every municipality is different. Check with your local ordinances. We do have Flame Retardant Certificates available on file, as well as attached to most tents.

### **CAN YOU SET-UP TENTS IN A PARK ?**

Yes. Be certain the park allows the type of tent you would like. Any permits or park fees are the responsibility of the customer.

### **CAN YOU INSTALL MY TENT DURING NON-BUSINESS HOURS ?**

Yes. If you have restrictions for set up and take down of an event, we will try to accommodate you. There may be an additional cost for set up or take down during holidays or non-business hours. We must have you or a representative present on location at time of set up.

**CAN I SET UP THE TENT MYSELF ?**

Yes, for smaller tents, we do allow customer set-up, but please allow our experienced staff to set up our larger frame and pole tents.

**HOW CLOSE DOES YOUR DELIVERY VEHICLE NEED TO BE TO THE SET UP LOCATION ?**

The closer the better! Most backyard events only require a cleared driveway. Larger events require close proximity. Some equipment can weigh over 3000 pounds! If there is an abnormal distance to the event site there may be an additional charge.

**SHOULD I USE ROUND OR RECTANGULAR TABLES ?**

Rectangular tables are generally used for less formal events such as a backyard party, graduation, etc. Round tables are better for a more formal event such as a wedding or corporate event. Keep in mind that round tables require more space for seating compared to rectangular tables.

**HOW HIGH SHOULD A STAGE BE FOR A WEDDING RECEPTION OR A SPEAKER ?**

Generally 12" high is enough for attendees in the back to have a good view of people on the stage.

**WHAT TYPE OF LIGHTING IS BEST FOR EVENING EVENTS ?**

Each event is different, but for weddings and more formal events we recommend perimeter lighting which gives a low lighting effect. We offer strings of lights for this, 6" globes, 30' long.

**DO YOU SET UP EVERYTHING ON DELIVERY ?**

We can set-up whatever you want. Set-up of most tents, lighting, dance floors and staging is included in the rental price of those items, providing the area is ready. The set-up of other items such as tables and chairs will result in an additional charge.

**WHO IS RESPONSIBLE FOR THE REPAIR OF ANY DAMAGED PROPERTY WHERE THE EVENT IS HELD?**

We cannot be responsible for damage to lawns/landscaping caused by being covered by a tent or a floor, or a stake. We are also not responsible for damage caused by pedestrian traffic at the event.

**IF I DO NOT SEE AN ITEM IN YOUR WEBSITE CATALOG, CAN YOU HELP ME LOCATE IT ?**

Many times our website and catalog cannot keep up with our new inventory. We are constantly upgrading and adding to our inventory. Call us and we will try to accommodate you.

**DO I HAVE TO CLEAN THE EQUIPMENT BEFORE RETURNING IT ?**

Yes. Power equipment, such as a Roto-tiller, should be rinsed off. Food service items, such as china and glassware/flatware, needs to be rinsed of any food debris, otherwise there will be a cleaning charge. Our costumes usually require dry cleaning, so you don't need to worry about that, we will launder any garments.

**WHEN IS PAYMENT DUE?**

We ask for a 50% NON-REFUNDABLE DEPOSIT to reserve; the balance is due at the time of customer pick up or delivery (cash, check, Visa, Master Card, American Express).