

# Rental Fact Sheet - Tents

## What to expect when renting a tent

Please review this list to ensure that you know what to expect for your tent rental and setup. This will help to ensure that you do not incur any delays or additional charges the day of your event.

### What do I need to do before my tent delivery?

- 1 We ask that you have any areas that we will need to work be clean and free of debris, obstacles, and animal droppings before we arrive for your delivery.
- 2 Please make sure that all overhead limbs are cut back, as not to interfere with our tent.
- 3 Please have all underground utilities clearly marked, as we are not responsible for damaging any underground utilities that are not clearly marked. If you are unsure of where they are, then please call 811 approximately 1 week before your event to have them marked for you.
- 4 We ask that someone be onsite when we arrive to show us exactly where you would like your tent setup.
- 5 Please note that some counties may require a permit to be pulled for your tent. In addition, some counties may require that any electrical work in a tent have a separate electrical permit pulled, and have the work performed by a licensed electrician. It is your responsibility to check with your county and to pull any necessary permits, etc.

### How will my tent be anchored?

- 6 **Grass** - When setting up your tent, we typically drive a 42" stake into the grass in 2 places at each corner and 1 at each additional leg. The stakes will be approximately 4' away from the tent, with a white strap running from the top of the tent to the stake itself.
- 7 **Asphalt** - If your tent is going on asphalt, we will have to drill 1.5" diameter holes at each place that we need a stake. We can then drive our stakes in the ground, just the same as if we were setting up on grass. When we come back to pickup the tent, we will patch all holes with either asphalt patch or a plug.

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- 8 Concrete** - If your tent is going on concrete, we will drill 1" diameter holes to secure your tent with concrete anchors. Our straps will run from the top of the tent down to the concrete anchors. When we pickup the tent, we will patch all holes with concrete patch, however we cannot guarantee an exact color match.
- 9** If your tent is going on any surface that we are not allowed to drill through or drive stakes, it may be possible to secure your tent by other means. If this is the case, please contact us before your delivery so that we can ensure that we come out with the proper equipment. There will be an additional fee to secure any tent that we cannot stake, which will be listed on your rental item list if it is already included.

## What if there is bad weather on the day of my event?

- 10** While tents provide a unique atmosphere and a covered space for your event, they are ultimately a temporary structure made of fabric. Anytime extreme weather conditions arise, all tents should be evacuated immediately. It is your responsibility to have an evacuation plan in place before your event.
- 11** We reserve the right to refuse setup of any tent if we feel that bad weather may occur while the tent is being setup or if we feel that extreme may occur during your scheduled event time. This is to ensure the safety of yourself, your guests, and our staff. There is never any reason to take a chance of someone being injured.
- 12 SIDEWALLS** – If you are renting sidewalls for your tent, you have several different options for your setup. The first option is for us to install them and leave them rolled down. The second option is for us to install them and roll them up for you. The third option is for us to leave them with you when we deliver your tent, and they can be installed by the customer. Please let us know which option you would prefer before we come out to setup your tent.

## After Hours Emergencies

We have someone on call 24 hours a day, 7 days a week in case of emergencies. For afterhours service, please call our office line at 904-576-4098. On the office voicemail, we always leave the name and cell phone number of whomever is on call that day. Please just dial the given phone number and leave a voicemail if no one answers. Someone will call you back within 30 minutes.