



Important Information for Tent Rentals

— 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?

- 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.
- Please make sure that all overhead limbs are cut back, as not to interfere with our tent.
- Please have all underground utilities clearly marked, as we are not responsible for damaging any underground utilities or damage to irrigation lines that are not clearly marked. If you are unsure of where they are, then please call 811 approximately one week before your event to have them marked for you.
- We ask that someone be onsite when we arrive to show us exactly where you would like your tent setup unless other arrangements have been made.
- Please note that some cities and/or counties may require a permit be issued for your tent. In addition, some cities/counties may require that any electrical work in a tent have a separate electrical permit issued. If so, have the work performed by a licensed electrician. It is your responsibility to check with your city/county and to obtain any necessary permits, etc. We can provide the information necessary to obtain a permit.

How will my tent be secured?

- **Grass** - When setting up your tent, we typically drive a 42" stake into the grass in 2 places at each corner and extra stakes when necessary. 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.
- **Asphalt** - If your tent is going on asphalt, there is the possibility we will have to drill 1" 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 pick up the tent, we will patch all holes with either asphalt patch or a plug. We have a couple of options depending on the size tent, we may use water barrels.

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- **Concrete** - If your tent is going on concrete, we will drill 1" diameter holes to secure your tent with stakes. Our straps will run from the top of the tent down to the stakes. When we pick up the tent, we will patch all drilled holes with concrete patch, however we cannot guarantee an exact color match. We have a couple of options depending on size tent, we may use water barrels.
- **Other** - 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. Please contact us before your delivery if this is the case, 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?

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.

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 weather may occur during your scheduled event time. This is to ensure the safety of you, your guests, and our staff. There is never any reason to take a chance of someone being injured.

Sidewalls - If you are renting sidewalls for your tent, you have several different options for your set-up. 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 803-324-8113. Please leave your name, telephone number where you can be reached, and the nature of your call. Someone will call you back and try to help you with your problem/concern.

Please contact us with any questions. Your event is important to us, too.

"Saving you time, money and the worry associated with planning a special event".