



What you need to know about your tent installation:

A PARTY CENTER WILL TRY TO CONSIDER YOUR PREFERENCES, BUT CANNOT ALWAYS WORK AROUND LANDSCAPERS, PAINTERS, SPRAYERS, OR OTHER HOUSEHOLD MAINTENANCE SERVICE SCHEDULING. TRY TO PLAN THESE MATTERS A WEEK BEFORE. NOTE, THAT GRASS CAN BE CUT ONCE A TENT IS INSTALLED.

- 1.) **DELIVERY:** The tent will usually be delivered between **Tuesday and Friday**, but can occasionally arrive sooner. Actual delivery is dependent upon the total orders for the week, weather conditions, and other factors.
- 2.) **PICK-UPS:** Tent pick-ups will usually be made between **Monday and Wednesday**, weather permitting.
- 3.) **TENT PLACEMENT:** You do not need to be present when the party supplies are delivered or picked up. If you have a specific location for the tent in mind, you may place an identifiable marker where the center of the tent should be. For rectangular tents, please specify the direction for the longest side, and whether it is perpendicular or parallel to your house.

Tent installation area should be at least 5' to 15' larger than the tent on all sides.

- 4.) **SITE INSPECTION:** An inspection should take place prior to installation where sizing/sighting is an issue. If a site inspection is necessary, a \$75 charge will be assessed. This is at no cost to the customer when the tent order is fulfilled.
- 5.) **CLEARING TENT AREA:** The area of tent installation **MUST** be cleared of items that could affect the installation of the tent **THREE OR MORE DAYS** prior to expected installation. Furniture, grills, planters, and patio lights are some examples of items that should be removed. All items that cannot be moved must be discussed with our staff when placing your order or during the optional site inspection. Pet waste must be removed as well, to avoid a cleaning fee.
- 6.) **RESERVATIONS/RENTAL:** Tents are reserved with a **50% non-refundable** deposit when the order is placed and must be confirmed with a credit card number.
- 7.) **SET-UP/BREAK-DOWN:** When the tent is set up, the chairs, tables, etc. will be stacked under it. These party supplies can be set up for your convenience at an **additional fee**.

Set-up arrangement must be made one week prior to delivery.

When the party is over, **tables, chairs, self-install tents, etc. should be broken down and organized in a fashion similar to the way that they were delivered.**

Again, for your convenience, we can break down tables and chairs for an **additional fee, also by prior arranged, one week prior to delivery.**

- 8.) **SPRINKLERS/SPRINKLER LINES:** The stakes that are used for securing the tents are driven anywhere from eighteen to forty inches into the ground. We will do everything in our power to avoid damaging sprinkler lines (*but cannot guarantee that a pipe will not be hit*). **Location and visual demarcation of sprinkler lines and underground utilities are the responsibility of the home or business owner.** If you know the location of these lines, marking them with lawn lime or a similar product is essential.

You may call "Call before you dig" or "One Call" for a mark-out of **underground gas and electric lines.**

If a tent cannot be staked into the earth, it must be held securely with weights, which would be at an additional cost. The number and amount of weights needed will be determined either by a site inspection or by our office staff to ensure the safety of you, your guests, and our equipment.

- 9.) **UNUSUAL LAWN CONDITIONS:** If there are unusual lawn conditions such as flooding or excessive slope, please inform us in advance so that we can advise you of the best resolution and arrive with the proper equipment.

10.) **OTHER SAFETY CONSIDERATION:**

A. Do not cook underneath any standard tent – This may cause damage or safety issues which are the responsibilities of the renter. We offer special equipment for this purpose.

B. During storms of excessive rain/snow, it is the client's responsibility to remove excess water/snow build-up on the edges of a rented tent which could result in damage of rental property.

WHILE DATES ARE SPECIFIED ON YOUR ORDER, THESE DATES ARE USED TO RESERVE YOUR EQUIPMENT AND DO NOT INDICATE A FIRM DELIVERY DATE. MANY FACTORS WILL INFLUENCE THE ACTUAL DELIVERY/INSTALLATION/PICKUP OF YOUR ORDER. CONTACT OUR OFFICE ON THE MONDAY PRIOR TO YOUR EVENT FOR AN ESTIMATED DELIVERY DATE.

I have read and understand the above:

Customer Signature

Date