



# TENT/CANOPY RENTAL POLICY

## **MAKING A RESERVATION FOR A TENT**

Tents are reserved only upon receipt of a signed rental contract and a 50% deposit. Final payment is due three (3) before the day of an installation. Inquiries and/or other proposals will not reserve tents. Tents are subject to availability. A valid credit card is required for all tent reservations.

## **ACCOUNTS RECEIVABLE CUSTOMERS**

To guarantee your tent reservation, a signed copy of an order is required. Full payment is due fifteen (15) or thirty (30) days from invoice terms. After thirty (30) days, unpaid balances will accrue interest.

## **CANCELLATION OF A TENT ORDER**

Cancellations of a tent order made twenty-one (21) days prior to installation date will forfeit 25% of the tent rental plus an on-site inspection fee (if one was conducted). Cancellation of a tent order made less than fourteen (14) days prior to installation date will forfeit 50% of the tent rental plus an on-site inspection fee (if one was conducted). Cancellation of a tent order made less than three (3) days prior to installation date will forfeit 100% of the tent rental plus an on-site inspection fee (if one was conducted). No cash refunds will be made for cancelled orders. Allow four (4) to six (6) weeks for any refunds.

## **REDUCTIONS & INCREASES**

Reduction or increases in tent sizes can be made up to three (3) days\* before your installation date pending on availability.

## **'LAST MINUTE' ADDITIONS**

Every effort will be made to accommodate requests to add available equipment to an order less than three (3) days before delivery. However, due to loading and delivery schedules those requests may not be available for delivery with your original order. Additional trips for delivery or pick-up will accrue additional fees per trip.

## **SITE INSPECTIONS**

Camelot will conduct site inspections for tent installations when deemed necessary by the company or the customer. Fees may be assessed for this service.

## **SITE PREPARATION**

Our standard installation method involves building a tent at ground level. It is important to have the area clear of obstacles and obstructions before the installation crew arrives. Stand-by fees will be assessed if an area is not prepared and our crew is not able to begin an installation. Camelot personnel are not responsible or available for site preparation work. Tent must be cleared of any non-permanent objects (other than our equipment) before a tent take-down.

## **PERMITS**

It is the responsibility of the customer to obtain any permits prior to the tent installation date. Customer is responsible for determining whether any underground utilities are present at an installation site if ground stakes are used. Customer will assume all responsibility for any damage to underground utilities incurred during the installation or take down of a tent. Camelot will assist in providing any relevant or necessary information or schematics to obtain a job permit.

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## **ANCHORING A TENT**

Appropriate anchoring methods will be evaluated for each job. Customer is responsible for determining If water barrels are used as tent anchors it is the responsibility of the customer to provide an adequate, nearby source of water to fill the barrels. If there is not an adequate water source, alternative arrangements must be made for water, agreeable to Camelot. Upon take-down, if water cannot be dumped from barrels at a tent site (*within tent perimeter*), please identify a suitable location that barrels may be emptied. Labor charges may be assessed for barrel removal if we are unable to empty barrels at a tent site.

## **INSTALLATION OF TENTING**

All installations and take-downs of tenting will be performed by Camelot personnel. All tent prices have the labor for a standard, nearby ground level installation and take-down included. Non-standard installations (i.e. obstacles, deck, etc...) may be assessed additional labor fees based upon the circumstances of the job. It is very important to properly locate where a tent will be placed before it is erected. Once a frame is built, any change in location or orientation may result in a labor fee to re-position a tent, if at all possible. ***Camelot reserves the right to refuse to install or take-down a tent if inclement weather conditions create an unsafe situation for our crew, other persons and/or property.***

## **SEVERE WEATHER**

While our tents and their components are considered to be a good working condition and may be engineered to meet certain standards, tents/canopies are temporary structures. Strong winds, snow loads, lightning and the like, may create situations that could threaten a tent's viability. Customers should be aware of severe weather conditions and have a plan to evacuate a tent if such conditions manifest. If severe weather threatens a tent(s), it is the customer's responsibility to evacuate the tent(s). In the event of projected or actual conditions, Camelot may dismantle or remove any equipment to ensure safety of persons or property. Tents are not guaranteed water or leak proof.

## **DAMAGE TO A TENT**

The renter assumes all responsibility for a tent when non-Camelot equipment is attached or installed to a tent frame or 'canvas' top, or if cooking, use of open flames, unapproved heaters, or other such items or circumstances (*used in or around a tent*) causes damage to a tent. Any additions to a tent or alternations to the anchoring system may potentially compromise a tents ability to stay erect. Any damage to a tent or its components will be charged for repair or replacement.

## **ELECTRICITY**

It is the customer's responsibility to provide proper and adequate power sources for all electric items.