

THE TENT MAN – Policies & Information

RATES • DEPOSITS • CANCELLATION • DELIVERY & PICKUP SETUP OF PARTY RENTALS • TENT INSTALLATION SPECIFICS

Rental Rates Because each event is distinct, we prepare a custom proposal for each event. Most prices are quoted based on a one-day use. Please inform us if you need the equipment for an extended period of time.

Deposits A required deposit is due at the time of reservation. Both a deposit and a signed contract are required to reserve rentals for your event date. Paying by CHECK, the balance due must be received 7 days prior to the scheduled setup date, scheduled delivery date, or scheduled pickup day. Paying by CREDIT CARD, balance is payable in full on the day of delivery or pickup, prior to delivery or pickup.

Cancellation Cancellations of reservations must be made in writing. For cancellations of reservations made 30 days or more in advance of the setup date, the deposit is refundable, less any out of pocket expenses directly related to the agreement. When a cancellation of a reservation is received within 30 days, but more than 72 hours prior to the setup date, the deposit is not refundable. In addition, part of the contract balance may be charged for any attributable damage related directly to the cancellation. If a cancellation is made less than 72 hours in advance of the setup date, the deposit is not refundable, and the full contract balance will be collected.

Delivery & Pickup

Service Area Delivery/Pickup is available within the greater New Orleans metropolitan, Northshore (Mandeville/Covington/Slidell), Hammond, and South Mississippi areas. For delivery and pickup outside these areas, please contact us.

Transportation Charges are determined at the time of quotation; variable based on mileage to and from your event location. For curbside, ground floor, or first-floor level, there is no additional surcharge. An additional load-in/load-out surcharge will apply if the delivery and pickup location is any other place other than ground level (i.e., upstairs). Advance arrangements must be made. To avoid additional charges, all equipment must be assembled in one location, ready for pickup when our drivers arrive. Tables and chairs must be folded, stacked, and left under cover. Soiled, wet, or damp linens should not be sealed in plastic bags. Linens should be refuse-free and air-dried to prevent staining and mildew.

Setup of Party Rentals The Tent Man can setup and break down party rental equipment on your order. The cost for this service is an additional 30% of the total dollar amount of the items to be setup. Advance arrangements must be made. For large setups, a diagram or party design layout must be supplied. Our Creative Consultants can assist you in preparing such a layout in advance of your delivery date.

Tent Installation Specifics

Clear & Unobstructed Area The client is responsible for providing a clear and unobstructed area for all tent installations. Movables, such as patio tables, potted plants, and BBQs, should be removed from the area *before* our crew arrives.

Grass Surfaces For grass surface installations, the client is responsible for informing The Tent Man of all underground utilities and sprinkler systems in the designated area. If it is a public space, the client should contact all appropriate authorities to have the area inspected for underground obstructions.

Concrete Surfaces The preferred method for a concrete installation is a concrete "drop in" anchor. The Tent Man will ask permission to anchor the tent securely to the concrete area *before* installation. This anchoring method does NOT permanently damage the concrete. **Asphalt Surfaces** For securing a tent to an asphalt, or "blacktop", surface, The Tent Man will use stakes. Upon removal of the stakes, The Tent Man can provide asphalt filler.

Great events start with **THE TENT MAN...Contact us** to discuss your rental needs !

www.TentManTents.com

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