

Frequently Asked Questions – Party

Do I need a deposit and/or down payment to reserve?

Yes. For will call orders we require a refundable deposit that MUST go on a credit card. For delivery orders we require a 25% rent down payment, plus any applicable deposit. Minimum deposit is \$60 and varies by item and quantity. Deposits are separate, and in addition to the rent.

When is payment due?

Deposits (and 25% rent for deliveries) are due when making a reservation. For will call orders, full rent is due upon pickup. For deliveries without tents, rent is due the day before the delivery date. For tent deliveries, full rent is due 2 weeks prior to the delivery date.

How do you accept payment?

We require a credit card to secure your order. We accept VISA, MasterCard, American Express and Discover, and these can be processed in person or over the phone. We also accept cash and business checks, but checks must be submitted 2 weeks prior to the order date.

Can you bill me?

Business accounts may be established upon credit approval. Contact our office at (440) 886-0018 option 3, and we will forward a credit application for you to complete. Once we receive your completed credit application, please allow up to 30 days for credit approval.

When is the deposit refunded?

Depending on items rented, deposit refunds are usually processed upon return. Deposits on orders with linens or dishware are refunded after the items are checked in, which depending on quantity could take a few days.

How long does the deposit refund take?

Refunds leave our account at 5pm on the day they are processed. After that it could take 2-10 business days (Monday through Friday) to post back on your account, and varies by bank.

Will I get my full deposit back?

As long as items are not missing or damaged and they are returned on time, the full deposit will be refunded. Any applicable replacement or late charges would be taken out the deposit, and the balance would be refunded back.

What is the damage waiver?

An optional damage waiver is available on all rental items to cover you from any incidental damage that may occur to the items while they are in your possession. If you opt to not get the damage waiver, you would be liable for the replacement cost of all damaged items. The damage waiver does not cover missing items. If an item such as a glass or plate were to break, we would need a piece of it returned to account for it.

Do you deliver?

Delivery is available for rental that equal a minimum of \$100 before tax, damage waiver, and delivery charges. Standard delivery charges include a fuel charge and location charge based on the delivery address. Standard delivery does not include setup and/or takedown of items, but these services are available for an additional labor charge, or included in the rent of certain tents. Additional charges may also apply for timed orders, after hours orders, same-day pickups, and load/unload distance.

What about truck access to the site?

Please remember, especially for tent installations, nearby truck access is required to unload/load. Because of the size, weight, and quantity of items, especially tents that we may be setting up for you, it requires us to be able to drive right up to where we need to work. For large scale commercial projects this usually isn't a problem, but does bear mentioning in case there are restrictions for access that we don't know about. If we do need to transport items more than a minimal distance from the truck, and we are not notified ahead of time before our crew arrives, it could affect setup time and our route schedule, which is sometimes tight and thus affect another customer's service down the road. It may also require an additional fee.

What time would my order be delivered?

We will always try to give you a window of time of when we should arrive, and we try to accommodate your requests within reason. For us to coordinate our road work, including the installation of dozens of tents in many different locations, we ask that you work with us and be as flexible as you can. In order to complete each day's orders, we schedule crews into zones that will go from one job to the other throughout the day. We try to estimate how long unloading/loading and setup/takedown may take for each order, and we can estimate to some degree the timing of deliveries and pickups but it's never exact due to traffic, weather conditions, location conditions, and/or unforeseen circumstances. Our drivers should give you a 'heads-up' call that they are on the way. If you required a specifically timed, same day, or after hours delivery and/or pickup, additional labor charges would apply.

Tents

What size tent do I need?

First, determine how many people you want to accommodate at any one time for your event. Then consider if you need some extra space for such things as a buffet tables, bar area, stage, dance floor or whatever your situation may call for. From there you can refer to our [Space Configuration Guide](#) and determine what square footage you may require, or you can always call or e-mail us for help.

What type of tent do I need?

We have 3 different types of tents: pole tents, frame tents, and customer setup canopies. The type you need would first be determined by what surface it will be going on.

- Grass/dirt: You could do any of the 3 types. If it is an all grass/dirt area, you could do a pole tent or canopy, which are tension structures and require staking and cannot be weighted. These would have poles running down the center of the tent. If the area is only partial grass, or you could not stake, or did not want center poles you would need a frame tent.
- Asphalt: You could do either a staked in pole or frame tent, or a frame tent with weights. The stakes will make a hole about the size of a quarter and we can fill the holes for a charge after, or they can be filled by the customer. If you plan on having future events, the same holes can be used over and over again with no problem.
- Concrete: You would need a frame tent, most likely with weights. Driveway setups, for example, are often able to stake into to surrounding grass.

Can you put a tent on my deck or patio?

Sometimes we can, sometimes we can't; it really depends on what you're planning to do and the size of your deck to start with. The only way to determine what is possible, is to do an inspection and advise from there. Quite often a small deck or the hand railings will not fit one of our standard size frame tents. The height of the building eave or outside light fixtures can sometimes interfere as well. You should measure your deck first before calling because we will ask you those questions and then you can get a ballpark estimate to determine if it's in your price range before coming out. ABC will not be responsible for any scratches or damage to deck during setup or takedown.

A few other important things to consider when planning to rent a tent for your event:

- Area size: A minimum of 5 extra feet around the perimeter of the tent is needed for setup. That means if you order a 20'x20' size tent, the area you want to have for proper installation should be about 25'x25' in size. We can of course work with smaller areas than that, but please advise us so that we can be prepared when the crew arrives.
- Obstructions: Don't forget to look up to see if there are any tree branches hanging down or perhaps a fixture on your house that may interfere with the top of the tent. Underground and overhead utilities are always important to watch out for when erecting a tent. On some occasions over the years we've arrived on site to discover some very large power lines right overhead of where our customer wants their tents installed and had to move to a safe location or couldn't put it up at all. It is the customer's responsibility to check with OUPS for location of underground utilities. This department requires 3 days notice prior to install. Once you've booked your tent with us, it's usually a good idea to make those calls for utility locates right away so that it is done as far ahead as possible and best of all, this service is provided totally free by the utility companies for everyone's benefit and protection.
- Location conditions: Proper ground conditions and levelness are required for all tent installations. When you inquire or reserve a tent we will ask you what the setup surface is; be it grass, dirt, asphalt, concrete, interlocking patio bricks or a wood deck – we have seen it all and there are special methods and devices that we use for various situations. For impending weather conditions, not every situation can be accommodated depending on the potential exposure to wind should there be a storm, so please understand that our policy is designed for the safety of everyone concerned.

When do you do site inspections?

The simple answer is, when time permits (usually Tuesdays or Wednesday between 9am-3pm) or if we have been advised of a special situation or work area conflict that we need to know about. Usually, it's pretty simple. If you measure you own property and keep in mind the guidelines above of a 5 foot work perimeter around the tent, it's usually fine. Remember to look up for tree branches and wires and mention any underground septic field or irrigation systems that we should know about since the utility companies will not mark those two things because they are *your responsibility*. We recommend that you call OUPS (Ohio Underground Protection Services) at (800) 362-2764 to come out to check for any underground utilities. This is a free service which insures that no utility lines are damaged while installing the tent.

What is the difference between tents and canopies?

- Canopies are lightweight tension structures for customer installation on lawns. Canopies are ideal for shade or light rain, but are not suited for windy or extreme weather conditions. Canopies must be staked into the ground, and are held up by a center pole(s) and ropes which must be extended 5' out and staked around the perimeter of the canopy. These usually take 2 people and roughly 30-60 minutes to setup. ABC will not setup canopies.

- Frame Tents are free standing structures which may be installed on a variety of surfaces, and in close proximity to buildings or other structures. Although they are essentially free standing, they must either be staked, or weighted to ensure safety and security. They have no center poles, so you have the maximum amount of space available under the tent. They can be outfitted with several lighting options.
- Pole Tents are tension structures that require staking around the perimeter. They have poles running down the center, which would need factored in when determining what size tent you may need.

Can you set up a tent in the winter?

It is possible. Please call us to discuss as there are problems that arise in winter that sometimes make putting up the tent impossible. Extreme weather and frozen ground are two areas of concern. There is usually also an additional charge for winter setups.

What about heating tents in colder weather?

Yes, we can heat tents without any problem but there are a few extra things we have to do regarding winter rentals. The best thing to do is call our office and speak to us about some specific details so that we can advise you.

How do you anchor tents?

We use steel stakes that are 18" to 46" long driven into the ground – that's also the reason why we require utility locates. The actual number of stakes and the size of them will vary depending on the size and style of tent, how much wind load they may be subjected to, and the length of time they will be set up. There are other things that we can do depending on the situation, but the end result has to be within the manufacturer's anchorage guidelines and above all, safety and security should a storm arise.

When do you install and remove a tent for my party?

We prefer to install tents the day prior to the event, and pickup the day after the event. We sometimes set up earlier depending on the situation and how many projects might be scheduled for that week and where they are located. On weekend deliveries pickup is most often schedule for Monday but we will ask you for the event start and end time to determine exactly when the best time for pickup would be. For most events, there is no cut and dried time for installation and takedown because of many different factors. We always strive to be flexible and accommodate the needs of our customers, balanced with what is possible for our tent crews to do in a day. For large orders we usually try to install everything 1-2 days prior to your event and then take it down 1-2 days after. The actual setup/takedown time can vary widely and will depend on tent size and type, and what other items may need done, such as dance floor or lighting. All these activities take time so please plan accordingly. Same day and after hours times may be accommodated for a fee to be determined by the specifics of your event (such as timing and manpower requirements to fulfill your request).

Do you allow customers to cook under your tents?

No, cooking can possibly damage our tents. Also, the International Fire Code states, "no open or exposed flame devices emitting flame, fire or heat shall be permitted inside or located within 20ft of the tent".

What about security of tents from vandalism or other damage?

You are responsible for any damages caused by vandalism or unruly guests to any of the rental equipment. This is a very rare occurrence because most events are either in a secured locale or have overnight security service. A little common sense is all that is needed usually to avoid any potential problems. After considering the location of the tent, the type of function and the time it will be on site, we can suggest what will work best.

Do I need a permit from the city to have a tent?

Depending on location, you may require a permit from the city for any tent larger than a 10' x 10'. To find out if you may require a permit, please contact the building department of the city your event will be held in. Usually residential setups do not require one, but commercial setups vary by city. If your event does require a permit, the cost would be added to your rental. This cost varies by city and event, and would also include a \$25 per hour labor charge, based on time spent obtaining the permit.