

Tents & Events Common Customer Questions

I rented some items from you, how long can I have them for?

Rental rates are for a 3 day period. Typically Friday through Monday.

I only need the rental for 1 day. Is there a different rate?

The rate for a standard rental period is our minimum rate. Whether you have the item 1 day or keep it for 3 days, the rate is the same. Please keep in mind when comparing our rate with our competitors rates, as some competitors rates are for a per day rate.

I'm not sure what size tent fits in my yard, do you offer site visits?

Tents & Events offers site visits for a fee of \$79.50 per visit. The balance of the fee is due in advance of the visit. If it is determined that the site is sufficient for a tent, and the customer rents a tent for the site, the fee paid for the site visit will go towards the balance of the rental. However, if no items are rented, the site visit is **NON** refundable.

Is Tents & Events able to determine if there are underground utilities on my property?

Tents & Events is not able to determine if, and where underground utilities are on any property. If you need help to determine where the underground utilities are on your property, Tents & Events **HIGHLY** recommends calling 811 or visiting PA 1 Call System Online.

Pa 1 Call : <https://www.pa1call.org/>

Tents & Events claims no liability if underground utilities are struck / hit while installing a tent on a property without proper utility markings.

I rented a tent from you, what other items will be included in the setup?

If lighting, and sidewalls are rented along with the tent they are included in the setup. Items such as tables, and chairs are not included in the setup. They can be set up by Tents & Events for a fee, but otherwise we will leave them stacked up under the tent.

Do I have to take down the chairs and tables before you pick the tent up?

If you have not arranged for Tents & Events to take down the tables and chairs, please take them down, and stack them in a pile under the tent. Customers who leave tables and chairs set up will incur extra fees if Tents and Events was not arranged to take them down.

What time will Tents and Events deliver my order?

Tents & Events does **NOT** guarantee any delivery times. Any times given by Employees are considered estimations. We cannot guarantee any delivery times due to circumstances that are beyond our control.

Do you have someone on call during the weekends in case of an emergency?

If you have an emergency after hours or on the weekend, please call our office and leave a message / voicemail. Multiple employees within the company receive the voicemail, and will typically answer you within 5 minutes of receiving the voicemail. Our office can be reached @ **717 - 867 - 7560**

Do I have to clean dishware or linens before I return them?

Tents & Events only asks that you rinse off heavy food, and empty glassware before returning, or before we pick them up. For linen we ask that you shake off any heavy particles before returning, or before we pick them up.