



TENT RENTAL RESERVATION GUIDE: WHAT TO DO AND WHAT TO EXPECT

You've reserved a tent with us, now what? We've assembled this helpful guide to ensure the rental process goes as smoothly and stress free as possible. It will also give you an understanding of what to expect and what you need to do before, during and after your event.

BEFORE TENT SET UP

1) SET UP CONFIRMATION

A crew member will contact you about a week before set up date to confirm set up and take down times. We reserve the right to cancel or delay set up and/or removal of the rental equipment if it is unsafe to do so (severe weather, high winds, lightning, etc).

2) SITE PREPARATION

If your tent requires staking, you are responsible for calling Gopher State to mark underground utilities YOU are responsible for marking any other underground utilities, like sprinklers and septic, and pointing them out to our installers. Sartell Tent Rental is not responsible for any damage to unmarked underground utilities.

- Please make sure to mark the entire footprint of the tent for Gopher State, including a 10 foot buffer area (i.e. if your tent is 20x20', you will need to mark out a 30x30' footprint. A 20x40 will require a 30x50 footprint.) Just add 10ft of space on all sides of the tent to be safe.
- Sartell Tent Rental reserves the right to cancel or delay set up and/or removal of the rental equipment if utilities are not marked.

Turn your sprinkler system off for the ENTIRE time the tent is on property.

Clear the area in which you want the Tent installed. It must be completely free of obstructions (such as trees, tree branches, bushes, gardens and lights) PRIOR to our installers arriving.

We advise you to mow your lawn, and remove pet feces, etc a day or two BEFORE set up.

Do NOT cut lawn the day of your event. It may stain the tent tops and/or equipment and you'll be charged accordingly.

3) TENT PLACEMENT

Consider where you want the tent and mark the four corners. If the tent requires staking, you'll need about an extra 5' of space around the perimeter.

4) SIDE WALLS

All tents come with free side walls. Think about which sides of the tent you want open or closed. Want to block guests from seeing the portable toilet(s), or your neighbor's messy backyard? Only want people to enter at the front of the tent or one of the sides, or both? Side walls make this possible. We can create entryways as big or as small as you need and make them wherever you want.

If we don't put up the sidewalls after the tent installation, we try to leave some with every tent rental. Never remove side walls without our permission. They can be rolled up and tied to the tent with rope if need be.

5) LIGHTING

If you reserved tent lighting, it's necessary to have the power source and extension cords available BEFORE we setup so we can test it.

6) ORDINANCES

Minnesota has a statewide NOISE ordinance from 10:00pm to 7:00am. We cannot use jackhammers for installing stakes (applies to tents staked on tar or concrete) between those hours unless you obtain a special Permit.

7) TENT PERMITS

Some cities require a "Tent Permit". Call your city hall to inquire about cost, requirements, & what you need to get this done. It's your responsibility to have all necessary permits.

8) LAST MINUTE CHANGES

Are you expecting more guests and are needing additional tables or chairs, or to increase tent size? No problem. We will do our very best to accommodate any alterations to an order up until the delivery day. Any additions are solely based on availability of products, and removal of any previously reserved items may not result in a refund.

Please contact us as soon as possible with any alterations to your order to ensure a smooth delivery and/or installation.

9) BUG SPRAY SERVICE

The only good mosquitoes and ticks are dead ones, so consider getting a mosquito/bug spraying service. We recommend Mosquito Squad, Sauk Rapids. Side Walls also reduce mosquito and bug intrusion.

DURING TENT SET UP

1) You don't need to be there for delivery/set up, however, please mark or let us know where you'd like the tent if you won't be present.

2) Our installation team will do our best to drive stakes around pre-marked underground hazards (concrete ballasts omit staking), as well as ensure your tent is installed safely and securely.

3) Once the tenting area has been designated, our installation team will use a drop cloth to prevent any dirt or grass from marking up the beautiful white tent top.

4) Depending on the size of your tent, multiple tent sections may have to be connected or sewn together. These tent sections lace together to form one large tent top!

5) Once all of the staking is complete, and the tent is fully laced together, we begin putting legs around the perimeter, beginning with the corners and working our way around 360 degrees.

6) After the legs are in place, the center poles are put in and lifted upwards! The tent is then tightened, fully inspected, and ready for items to be placed underneath.

7) Please restrain animals & pets while our staff & equipment is on property. Please prevent pets from urinating on any equipment!

DURING EVENT

1) Under no circumstances are fires, fireworks, ash producing lawn candles, grilling, or any sort of cooking be permitted under, around or within 50 feet of the tent.

2) Under no circumstances is tape or any other adhesive substance permitted to be attached or stuck to the tent canopy or poles at any time unless permission is obtained from us.

3) **Never remove sidewalls** from the tent without Sartell Tent Rentals consent. You and your guests may roll up the installed sidewalls to create a door or opening. Sidewalls may be tied with rope or string to hold them in place.

4) If at any time you or guests feel unsafe under or around the structure for any reason, leave the structure immediately.

AFTER EVENT / CLEAN UP

1) Before the crew arrives for tent take down, please remove all items not owned by us from the tent. Please leave all rental items under the tent and set up or stacked the way it was at the time of installation.

2) Place all rented tablecloths in a bag (if applies).

3) With the exception of linen items, rental items must be in the same condition as received. Cleaning fees may be charged for tables and chairs that are not cleaned.

4) Book your next event with us (hopefully)!