

## Tent Rental FAQ

### 1.) How do I reserve a tent?

1<sup>st</sup> step - The best way is to call our office at 714-491-1200 to discuss. If we determine a site visit is required we will schedule a site inspection. 2<sup>nd</sup> step - The tent specialist meets with you and will ensure you rent the correct tent for your space and event needs. 3<sup>rd</sup> step - Once we know the correct size for your event needs we will email a copy of the quote. 4<sup>th</sup> step - you email it back signed with the "credit card form" (found under the "Contact Us") filled out we will reserve the tent at that time.

### 2.) What if I don't have time to schedule a site inspection?

If a site inspection is not permitted due to time restraints then you can snap pictures of your area and email them to us at [info@eprentals.com](mailto:info@eprentals.com). We can have a tent specialist review them and try to recommend a size from the pictures. You can also measure your area however, by doing so you will assume responsibility or any miscalculations and any costs incurred for increased set-up time or materials in this case.

### 3.) Is a deposit required?

Depending on the time of year and event type a deposit may be required at the time the order is placed.

### 4.) Does the tent pricing include set-up/takedown?

The price of the tent includes normal set-up/takedown. When the tent specialist comes to you he/she can determine if it will be a normal set-up/takedown. Examples of normal set-up would be area clear and clean, any patio furniture moved to another area, ground leveled, etc.

### 5.) Does the tent price include delivery?

The tent price does not include any delivery fees. When you contact our office with the details we can quote you a delivery fee at that time.

### 6.) Who is responsible for permits for tents?

The customer would be responsible to pull/obtain any permits from the city/fire department needed for their event prior to the scheduled delivery date. At the customer request we can obtain permits for the event for an additional fee. If the permits are denied for any reason the customer would still be responsible for the fee charged by Emmanuel Party Rentals to obtain the permit and any other fees involved.