

All Occasion Rentals
775-828-4999

Tent Rental Policy

MAKING A RESERVATION FOR A TENT

Tents are reserved only upon receipt of a signed rental contract and a 50% deposit. Final payment is due 14 days prior to the day of an installation. Inquiries and/or other proposals will not reserve tents. Tents are subject to availability. A valid credit card is required for all tent reservations to be used as a security deposit.

CANCELLATION OF A TENT ORDER

Cancellations of a tent order made twenty-one (21) days prior to installation date will forfeit 25% of the tent rental plus an on-site inspection fee (if one was conducted). Cancellation of a tent order made less than fourteen (14) days prior to installation date will forfeit 50% of the tent rental plus an on-site inspection fee (if one was conducted). Cancellation of a tent order made less than three (3) days prior to installation date will forfeit 100% of the tent rental plus an on-site inspection fee (if one was conducted). No cash refunds will be made for cancelled orders. Allow four (4) to six (6) weeks for any refunds.

REDUCTIONS & INCREASES

Increases in tent sizes can be made up to three (3) days* before your installation date **pending on availability**.

'LAST MINUTE' ADDITIONS

Every effort will be made to accommodate requests to add available equipment to an order less than three (3) days before delivery. However, due to loading and delivery schedules those requests may not be available for delivery with your original order. Additional trips for delivery or pick-up will accrue additional fees per trip.

SITE INSPECTIONS

All Occasion Rentals will conduct site inspections for tent installations when deemed necessary by the company or the customer. Fees may be assessed for this service.

SITE PREPARATION

Our standard installation method involves building a tent at ground level. It is important to have the area clear of obstacles and obstructions before the installation crew arrives. Stand-by fees will be assessed if an area is not prepared and our crew is not able to begin an installation. Tent crews are not responsible or available for site preparation work. Tent must be cleared of any non-permanent objects (other than our equipment) before a tent take-down.

PERMITS

It is the responsibility of the customer to obtain any permits prior to the tent installation date. Customer is responsible for determining whether any underground utilities are present at an installation site if ground stakes are used. Customer will assume all responsibility for any damage to underground utilities incurred during the installation or take down of a tent. All Occasion Rentals will assist in providing any relevant or necessary information or schematics to obtain a job permit.