PHOENIX TENTS

Private Events

OUR TERMS & CONDITIONS

The legal stuff.

CHEAT SHEETS & TENT SIZE

Sample floor plans & Recommended tent size.

TENT RENTAL TIPS

Our expert tips on everything you need to know when renting a tent.

TENT TIPS - THE GOOD STUFF

Tent Rental Tips

INFORMATION IS ESSENTIAL

When renting a tent it is crucial to make sure all your vendors are on the same page, and that your tent provider has all the correct information about your event in order to establish a good relationship with them. Since we are not party planners, and are in fact tent builders, while we have an idea of the required tent size, it is based on many, many factors which we are not privy to. These are the key points you should take into consideration when determining your tent size:

- How many people
- What are you looking to put under the tent
  - DJ
  - Buffet
  - Round or Rectangular Tables
  - MC stand
  - Dance Floor
  - Lounge Area
  - A Dog Grooming Station ;) (etc)
- Location of the event
- Time restrictions
- What type of ground are we placing the tent on (Pavement/ Grass)
- If grass are there sprinkler lines?

The more information you know in regards to your tent rental, the more accurate you will be in selecting the right size of tent for your event, and the more confident you will be in knowing your event will run smoothly from start to finish.

SITE VISITS

We are happy to do a site visit, which is for the purpose of identifying the following issues: Overhead restrictions, Parking of trucks, ability to move product to the tent location, stairs, long pathways, ground size for the tent, any special equipment or crew needed for your particular setup. NOTE: the site visit does not exempt you as the client to not be on site to direct the crew WHERE the tent is to be placed. From the time a site visit is done to the time the crew arrives for setup, many changes have taken place. The tent location is STILL required to be set before the Crew arrives. Home Depot has long measuring tapes and flags you can put into the ground to mark the tent leg corners. This is also a GREAT to identify any issues with ground not be level for tables and chairs etc.,

RESERVATION CHANGES

Lots of people go into a tent rental thinking this is incredible we can do so much to customize and change it and make this uniquely ours. Well much of that is true, and we highly encourage that thought process, however there are a lot of logistics that go into building a tent, and changes at the last minute can create huge time overages, and create scheduling issues. Which is why we stress having everything smoothed out on our end at least one month prior to your event. Any last minute changes will be first come first serve, with extra charges, and only if our schedule permits them.

CHEAT SHEETS & OTHER STUFF

Rental Checklist

*Everything **we need from you**. Start to Finish*

To Get Your Event On The Calendar:

- ☐ Signed Terms and Conditions
- ☐ Book site visit (if needed)
- ☐ Send 50% Deposit of estimate total

45 - 30 Days Out From Setup Date

- ☐ Site map/Desired tent location
- ☐ Any changes you may wish to make on the reservation now is the time.
- ☐ Confirm with all other rental companies that they are to arrive after our tent crew has set up the tent.

2 Weeks Out From Setup

- ☐ Make Final Payment
- ☐ Confirm All rentals, setup date & time, strike date & time

48 Hours Prior To Setup

- ☐ Cancel any walls that you may not need to avoid extra costs.

Day Of Setup

- ☐ Make sure the area where the tent is going to be set up is clear
- ☐ Site access is ready for our tent crew's arrival

MISTAKES TENT RENTERS MAKE

The Top 4

1 LAST MINUTE CHANGES

Last minute changes can at times completely break your event!. To avoid this make sure any changes are in to us at least 30 days prior to your event setup.

We try to schedule our crew as early as possible in any given month, so you cannot add onto your tent, or change the tent width. This will drastically change the crew schedule. So it's best to ensure you have the right size for your space, your layout and budget.

We suggest Social Tables or All Seated to ensure you have the right TENT and SIZE (these are free programs and we highly recommend you use this tool)

2 NOT BOOKING A SITE VISIT

When it's needed. If you are wanting to place the tent in an area that's extremely uneven , has large greenery overgrowth, or looking to place a tent on a porch/balcony You need to book a site visit.

3 NOT TAKING RECOMMENDATIONS

When we do site visits we give our professional recommendation on what tent will work best with the space you have along with the reasons why we know this. We don't force you to take our recommendations but you should highly consider them. Otherwise you could have issues with your setup such as tables sitting incorectly, or damage to the tent.

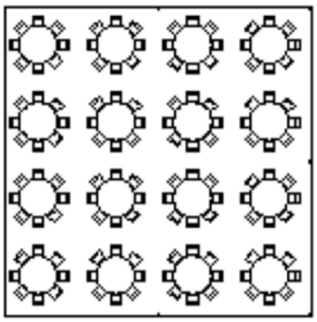
4 NOT PROVIDING ENOUGH INFORMATION

It all starts at the beginning, The information you provide us at the start of your booking will shape the entire process of your rental from start to finish. Double check all the information you have from your venue, from your planner, from each other, and make sure we have that information. It's always good to refer back to the information checklist at the start of this book to make sure you have all your bases covered.

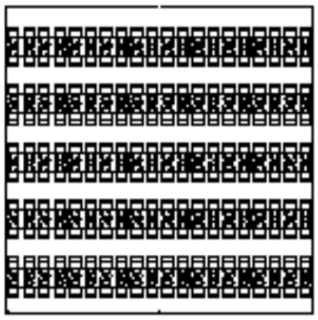
SAMPLE FRAME TENT LAYOUTS

40'

WIDE TENT

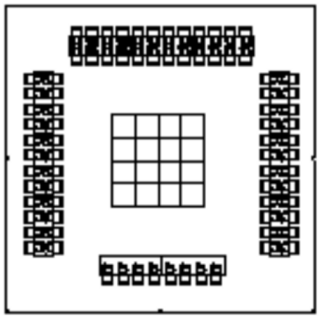


40x40 tent
128Guests
16-5' Rounds

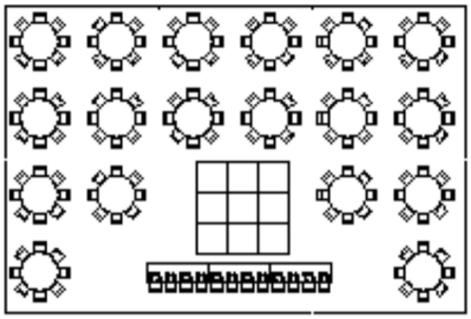


40x40 tent
200 Guests
25-8' Banquets

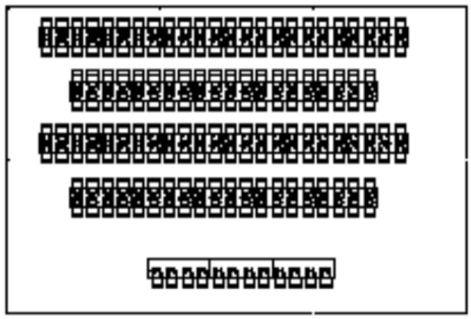
40x40T - 112 Guests
14-5' Rounds
8@ Head Table



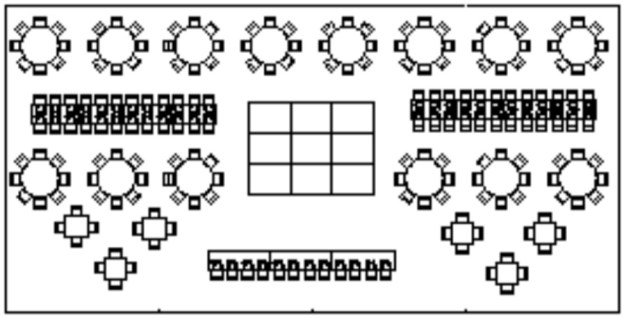
40x40tent 72 guests
9-8'Tables/8 Head Table
16x16 Dance Floor



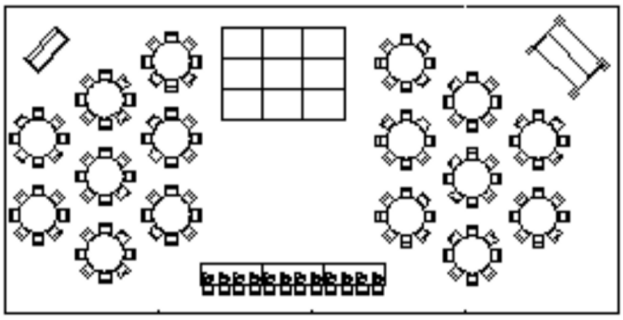
40x60 tent 144 Guests
16-5'Rds,12x12 Dance Floor
12 Head table



40x60 tent 176 Guests
16-8'Banquet
12 head table

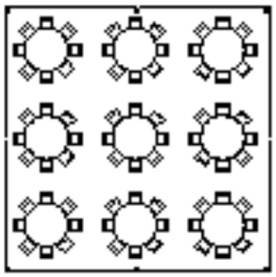


40x80 tent 112 guests?
Table mix
12x16 Dance Floor
12 Head table

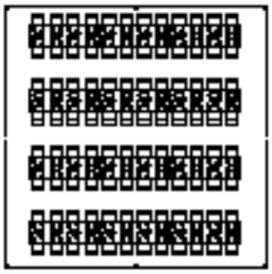


40x80 tent 128 Guests
16-5' Rds, bar/DJ Area
12x16' dance floor
12 head table

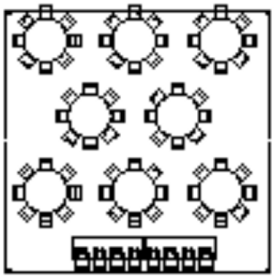
SAMPLE FRAME TENT LAYOUTS
30' WIDE TENT



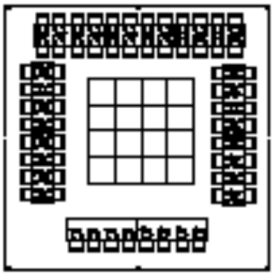
30x30 tent
72 Guests
9-5' Rounds



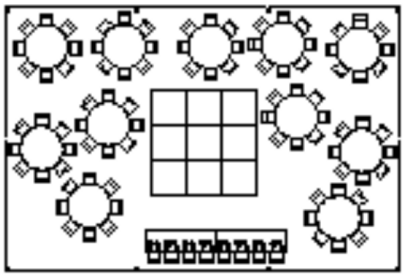
30x30 tent
96 Guests
12-8' Banquets



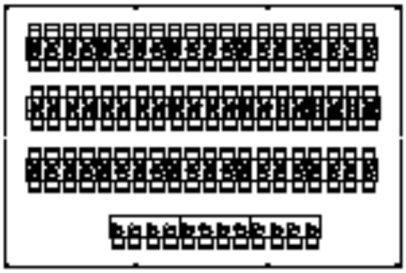
30x30Tent
64 Guests
8-5' Rounds
8@ Head Table



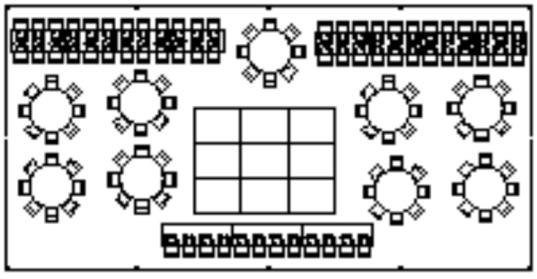
30x30tent 72 guest
9-8'Tables/8 Head
16x16 Dance Floor



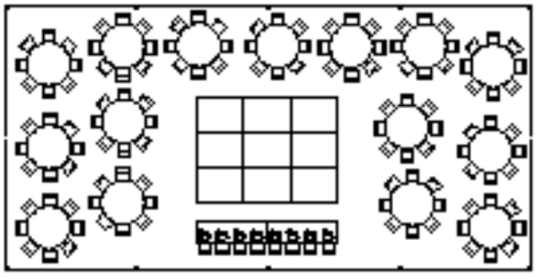
30x45 tent 88 Guests
11-5'Rds,12x12 Dance Floor
8@Head table



30x45 tent 120 Guests
15-8'Banquet
12 head table



30x60 tent 112 guests
8-5'Rds, 6-8'Banquet
12x16 Dance Floor
12 Head table



30x60 tent 120 Guests
15-5' Rds, a
12x12' dance floor
8@head table

CEREMONY		
allows room for aisle and alger		
# of guests	**9 sq Ft/Person**	**Tent Size**
25	225	*15X20*
50	450	*20X25*
75	675	*20X35*
100	900	*30X30*
125	1125	*30X40*
150	1350	*30X45*
175	1575	*30X55*
200	1800	*30X60*
225	2025	*30X70*
250	2250	*40X55*
275	2475	*40X60*
300	2700	*40X70*

COCKTAIL PARTY		
with bars & food stations		
# of guests	**12 sq Ft/Person**	**Tent Size**
25	300	*20X30*
50	600	*20X30*
75	900	*30X30*
100	1200	*30X40*
125	1500	*30X50*
150	1800	*30X60*
175	2100	*40X55*
200	2400	*40X60*
225	2700	*40X65*
250	3000	*40X75*
275	3300	*40X80*
300	3600	*40X90*

SEATED DINNER		
using 60" rounds - includes dancing & music		
# of guests	**18 sq Ft/Person**	**Tent Size**
25	450	*20X25*
50	900	*30X30*
75	1350	*30X45*
100	1800	*30X60*
125	2250	*40X60*
150	2700	*40X70*
175	3150	*40X80*
200	3600	*60X60*
225	4050	*60X70*
250	4500	*60X80*
275	4950	*60X80*
300	5400	*60X90*

BUFFET DINNER		
using 60" round - includes dancing and music		
# of guests	**20 sq Ft/Person**	**Tent Size**
25	500	*20X30*
50	1000	*30X40*
75	1500	*30X50*
100	2000	*40X50*
125	2500	*40X65*
150	3000	*40X80*
175	3500	*60X60*
200	4000	*60X70*
225	4500	*60X80*
250	5000	*60X80*
275	5500	*60X90*
300	6000	*60X100*

CLASSROOM SEATING		
chairs with trestle tables alligned in rows		
# of guests	**9 sq Ft/Person**	**Tent Size**
25	225	*15X20*
50	450	*20X25*
75	675	*20X35*
100	900	*30X30*
125	1125	*30X40*
150	1350	*30X45*
175	1575	*30X55*
200	1800	*30X60*
225	2025	*30X70*
250	2250	*40X55*
275	2475	*40X60*
300	2700	*40X70*

THEATRE SEATING		
chairs alligned in rows		
# of guests	**6 sq Ft/Person**	**Tent Size**
25	150	
50	300	
75	450	
100	600	
125	750	
150	900	
175	1050	
200	1200	
225	1350	
250	1500	
275	1650	
300	1800	

JUST TABLES		
using 8X30" BANQUET - 8-10 SQ FT/PERSON		
# of guests	**10 sq Ft/Person**	**Tent Size**
25	250	*15X20*
50	500	*20X25*
75	750	*20X35*
100	1000	*30X30*
125	1250	*30X40*
150	1500	*30X45*
175	1750	*30X55*
200	2000	*30X60*
225	2250	*30X70*
250	2500	*40X55*
275	2750	*40X60*
300	3000	*40X70*

JUST TABLES		
using 60" ROUNDS - 10-12 SQ FT/PERSON		
# of guests	**12 sq Ft/Person**	**Tent Size**
25	300	*20X15*
50	600	*20X30*
75	900	*30X30*
100	1200	*30X40*
125	1500	*30X50*
150	1800	*30X60*
175	2100	*40X55*
200	2400	*40X60*
225	2700	*40X65*
250	3000	*40X75*
275	3300	*40X80*
300	3600	*40X90*

JUST TABLES		
using 72" (6') ROUNDS - 12-14 SQ FT/PERSON		
# of guests	**14 sq Ft/Person**	**Tent Size**
25	350	20x20
50	700	20x35
75	1050	20x35
100	1400	30x50
125	1750	30x60
150	2100	40x55
175	2450	40x60
200	2800	40x70
225	3150	40x80
250	3500	40x90
275	3850	40x100
300	4200	40x110

PHOENIX TENT & EVENT RENTALS INC.

Phoenix Terms & Conditions
(PLEASE INITIAL IN EACH BOX AT EACH PARAGRAPH)

The Renter (the "Renter"), as listed on page 5 of this rental agreement, agrees to pay the rental rates and charges listed in Phoenix Tent & Event Rentals Inc.'s ("Phoenix") current CONTRACT/INVOICE/RESERVATION. Rental rates are charged from the time Phoenix delivers the rented equipment to the event location (the "Site") up to and including the time Phoenix picks up the equipment, and the Renter agrees to pay as per the payment terms set out below. **Orders are not confirmed nor reserved until the Terms and Conditions document is properly filled out, signed, returned and accepted by the Phoenix office and payment per terms below are applied.**

ALL BOXES MUST BE INITIALED

PAYMENT TERMS

Full deposit (the "Deposit") equal to 50% of the total rental charge is required to reserve inventory and hold pricing. Payment may be made by Cheque/Cash, Visa, Mastercard, or Email Transfer to sales@phoenixtentrentals.ca if paying by Visa, or Mastercard **a 4% service fee** will be charged per transaction. Balance of the total amount is due 2 weeks prior to the setup date provided by Phoenix operations Department. Additional items added to the contract will be charged in the same format. *A VALID **MASTERCARD** OR **VISA** IS REQUIRED TO BE ON FILE (**even if paying by cheque or email transfer**)*. Charges will be billed to Renter's credit card for any items missing or damaged. Renter hereby authorizes Phoenix to charge this credit card. Authorization on Page 5 must be completed, signed, and accepted by the Phoenix office.

CANCELLATION POLICY

If the Renter cancels their order 61 or more days prior to the Setup Date, a 10% restocking charge will apply. If the Renter cancels their order within 60 days of the Setup Date, the Renter shall be charged the total amount of the rental charge. Special orders such as sub-rented items or new inventory requests **cannot be cancelled at any time** and no refund will be given on any special orders.

WALL CANCELLATION POLICY

The Renter may cancel tent walls up to 48 hours prior to the Setup Date and shall be charged no financial penalty. If walls are cancelled less than 48 hours prior to Setup Date, the Renter shall be charged the full rental amount for the walls. The refund is processed after the tent is dismantled and on settlement of the final contract.

RAIN ONLY CANCELLATION POLICY

Those requesting tents for "rain only"; **We require notice of at least 60 days prior to the Setup Date in order to book this option.** All other terms & conditions MUST be followed. We require a **minimum of 48 hours notice prior to the Setup Date and will hold 25%** of the total rental amount as the cancellation fee. If we are given **less than 48 hours notice prior to the Setup Date, we will hold 50%** of the total rental amount as the cancellation fee. You must specify your order as a "rain only" plan upon confirming your order, otherwise it does not apply. Once, the rain only policy is selected, the renter does not have the option of changing this, without written request and approval from Phoenix Tents.

INCREASE/DECREASE IN INVENTORY

Any changes after reserving the original order will be accepted on a first come, first serve basis. Phoenix does not guarantee availability or quality of requested items after the original contract date. All items become "as available" with any increases in inventory. Inventory decreases are assessed for a refund on a per event basis by Phoenix Management.

EQUIPMENT REPAIRS AND MAINTENANCE

If The Renter notices that any equipment (heaters, lighting, etc) is faulty/damaged/missing, it is The Renter's responsibility to inform Phoenix **as soon as possible** to arrange a repair or exchange. This pre event warning will also help to assure the damage did not happen during the event. For damage that **does** occur during the event, please refer to the **LOSS OR DAMAGE** section of these Terms and Conditions.

EQUIPMENT RETURN

The Renter agrees to return the rented equipment in the same condition as received, reasonable wear and tear expected.. **NO TAPE, PINS, or FOREIGN OBJECTS** of any kind can be applied to the fabric and/or pipes. If extra cleaning is required a minimum charge of $50.00 per wall and $150.00 per canopy section could apply. If the equipment cannot be cleaned the Renter agrees to pay the replacement cost of the item, whether a section of canopy, wall, hardware or pipe.

SITE PREPARATION

The Renter must ensure the site is ready (**LAWNS MOWED, FURNITURE MOVED, VEHICLES MOVED, ETC.**) before the crew is scheduled to arrive. Installation of a tent must be done correctly for the protection of the users, the tent, and the accessories. The Phoenix Truck needs to be within 200 feet of the tent location or extra labour charges MAY apply. Renter must ensure that there is **3 feet clearance all the way around the tent** to allow for securing and setting up the tent. It is the client's responsibility to request a site visit if unsure the requested tent will fit or for any other concerns. Tents will be secured by PHOENIX TENT & EVENT RENTALS INC. with concrete weights or stakes. If site is not ready or accessible when the crew arrives, the client will incur an additional fee and/or equipment may not be delivered. The Renter or authorized person needs to be present at the time of arrival and for approval of any spiking. Phoenix Tent and Event Rentals is not responsible for any damages to any sprinklers, water lines, sewer, utilities, landscaping, lawn lights,concrete, asphalt, lawn etc. It is the Renter's (or a representative's) responsibility to approve of the tent(s) once Phoenix has completed the set up. The Renter should be present for the tent set up and removal, or at least authorize someone who will be present to make decisions regarding the tent placement, wall configuration, etc.

UNDERGROUND SERVICES

Renter will inform Phoenix of the existence and location of all sprinklers, water lines, gas lines, sewers, and all other utilities (the "Underground Utilities") prior to the installation. Phoenix shall not be responsible for any damage to Underground Utilities, or to landscaping, lawn, concrete, asphalt, lawn lights, or any other of the Renter's property as the result of the installation of the equipment. **For assistance, please contact BC One Call 1-800-474-6886**

ELECTRICAL

While Phoenix Tents provides lighting as part of their rental inventory, Phoenix crew members are not licensed electricians and are not responsible for connecting any lighting to a power source. All lighting equipment comes with enough extension cords to run the lighting to the upper perimeter of any tent. **It is the Renter's responsibility to connect these cords to a power source.**

Additional extension cords can be provided at an extra cost; however, **these items will be dropped off under the tent only**. Phoenix shall not be responsible for any damage to the power source or any other electrical failure arising from the connection of the lighting equipment to the power source and makes no representations or warranties as to the fitness of the lighting equipment for use with the Renter's power source.

WEATHER

Tents are temporary structures designed to handle most normal weather conditions; however, there may be situations that become unsafe such as high winds or lightning where the tents may become unsafe and evacuation is recommended. Renter agrees that it is the Renter's responsibility to assess weather conditions and determine whether evacuation is necessary. If, in the sole opinion of Phoenix, the weather conditions at the time of installation are such that there is a risk of damage to the rented equipment then Phoenix may delay setup or cancel this agreement. The Renter is responsible for all snow removal from any and all tents. The Renter shall ensure that snow and excessive rain are removed from the tent at all times by taking the bristle side of a push broom and pushing up from the inside of the tent to slide the snow or pooling rain down the tent to the ground. If the Renter requests, and Phoenix has sufficient staff available at the time of the request, Phoenix may be able provide a crew member on site at an additional cost to the Renter to monitor snow/rain removal. Costs will be current Tent Technician Per Hour Rate.

TAKE DOWN

All rented equipment will be picked up by Phoenix at the designated Site. All items must be removed from under the tent(s) on the scheduled pickup date including all of the Renter's personal items. Rented tables and chairs must be **outside** of the tent. Additional charges may apply if Phoenix is required to remove items from inside the tent or if any rented items are not accessible for pickup on the pickup date.

LOSS OR DAMAGE BY RENTER

Responsibility for all rented equipment remains with the Renter from the time of delivery to the time of pickup. Side walls must be kept hanging on the tent at all times as per installation. The Renter is required to secure all rented equipment at all times during the rental period. Phoenix will advise Renter 3 days after tent removal if The Renter shall pay Phoenix the full replacement costs of any damaged or lost tents or other equipment including, but not limited to, items lost or damaged due to negligence, vandalism, and theft. Although the Renter is responsible for the replacement cost of damaged items, charges for damaged items are not considered a purchase of said damaged items and the Renter does not have the right to keep the damaged items.

INSURANCE

The Renter shall, at its own expense, maintain public liability, security, general liability and property insurance to protect the Renter and Phoenix against damage to property or persons from THE RENTERS operations, handling or transportation of equipment during the rental period, and shall add Phoenix as an additional insured. In addition, the Renter shall insure the equipment for loss by fire, damage, theft, earthquake, acts of God, and terrorism. Please check your insurance policy to ensure that your policy covers temporary equipment on site. (Transportation means the Renter moving the equipment themselves, such as; a wall, a popup, or tent, but not limited to this list of equipment.)

INDEMNIFICATION

The Renter shall indemnify Phoenix as its directors, officers, employees, agents, representatives, successors, and assigns (the "Indemnitees") and hold the Indemnitees harmless against any and all actions, causes of action, claims, demands, proceedings, suits, losses, damages, costs, and expenses, including without limitation liability or loss of all persons for injury, sickness, and/or death and for property damage resulting from or arising out of: (a) any breach by the Renter of its obligation under this rental agreement, (b) any negligence or willful misconduct by the Renter or its representatives, employees, agents, or contractors, (c) any improper use of the rental equipment by any person including, without limitation, Renter or its representatives, employees, agents, or contractors, (d) any use of the rental equipment by any person or Renter's failure to warn any person about risks relating to the equipment, or (e) any third party claims of any kind, whether based upon negligence, strict liability, or otherwise, arising out of or connected in any manner to Renter's, or any of its representatives, employees, agents, or contractors acts or omissions.

OWNERSHIP

Title to the equipment shall at all times vest in the Supplier. The Renter shall give the Supplier immediate notice in case any equipment is levied up or from any cause become liable to seizure. No equipment shall be sublet by the Renter, nor shall he assign or transfer any interest of this agreement without written consent of the Supplier.

GOVERNING LAW

This rental agreement will be governed by and interpreted in accordance with the laws of the province of British Columbia and the federal laws of Canada applicable therein and the parties irrevocably attorn to the exclusive jurisdiction of the courts of British Columbia and all courts of appeal therefrom.

PHOENIX IS NOT THE MANUFACTURER OF THE TENTS OR OTHER RENTAL EQUIPMENT AND MAKES NO REPRESENTATIONS, WARRANTIES, GUARANTEES OR CONDITIONS OF ANY KIND WHATSOEVER WITH RESPECT TO THE TENTS OR EQUIPMENT WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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PHOENIX TENT & EVENT RENTALS INC.

Phoenix Tent & Event Rentals will not be liable for any damages or injury at event. It is also understood that by the nature of tents there may be some leakage during rains. **Equipment is not reserved for your event until the deposit and terms and conditions form are received and approved by a Phoenix staff member.**

Estimate or Invoice Number _____ Estimate Date_____

Setup Date Desired_____ Take Down Date Desired _____

Event Start Date & Time _____ Event End Date & Time _____

Rain only Option - YES/NO _____

Payment Information (*A valid MasterCard or Visa MUST be on file for the inventory to be secured*):

Master Card, Visa # _____

Expiration Date _____ CSC Code_____

Name (Print) _____

Credit Card Signature _____

Tent Location:

Site Name (If any)

_____

Street Address, City, Province, Postal Code

_____

Site Contact Name _____ Site Contact Phone Number_____

Alternate Site Contact Name and Phone Number _____

As the listed site contact you are required to be on site when our crew arrives for the setup & strike

Billing Information:

Renters Name (please print as you would like it to appear on final invoices)

_____

Renter Signature

_____

*By signing this document **and initialing in the above boxes**, I acknowledge that I have read and agree to the above Terms & Conditions.*

BILLING ADDRESS & INFO

Street Address, City, Province, Postal Code

_____

Billing Contact Name _____Contact Phone Number_____