

Important Information

Site Preparation:

Irrespective of which style of floor you are using, the overall finish will benefit from being laid on the flattest surface possible. Therefore please cut grass as short as possible prior to our arrival. Any small dips in the ground should be filled with soil or sand. The flatter the site, the better the flooring will lie. Please also remove all garden items and foliage from the site and from our access points prior to our arrival.

Underground Services:

It is your responsibility to check that there are no services running beneath the marquee site. Please check for and clearly mark out any pipes / cables. Please also bear in mind that a Traditional marquee is supported by guy ropes, so a 40ft x 50ft marquee actually uses around 50ft x 60ft.

Delivery:

Your marquee will be delivered using either a 4x4 and trailer or a 7.5 tonne lorry. The furniture is delivered using a lorry so requires an entrance that is at least 9ft wide, unless we can park within a short distance of the site. If we are parking in a road or lane, please arrange for a space to be held for us.

During the Build:

Please be available to meet the team on their arrival. You will not need to be around for the whole build, but it is useful to have a mobile contact number. You will need to be available to meet the site manager once the marquee is complete in order to sign off the build and discuss the workings of any toilets / generators etc.

Toilets:

If there is no access to a toilet near the site we will need to hire a portable toilet for our team. This will be included in your order (approx cost £70 dependant on delivery).

Power:

In order to correctly set up your electrical connections in the marquee we need a detailed list of your requirements. Please request an electrical information sheet from your event manager if you have not already received one. If you are hiring a Generator off of us, you will see it comes with a £150.00 deposit for the fuel. This is the average amount used on a standard function, but, the tank can hold up to 500litres so you have the possibility to run up a very high fuel bill if the machine is left on after the event. If however you use less than the standard amount, the fuel paid for will be refunded.



Heating:

We use diesel heaters which sit outside the marquee and blow hot air in through a diffuser. They are thermostatically controlled so will maintain an ambient temperature throughout your event.

Last Minute Changes:

We will always endeavor to accommodate your changes subject to the items being in stock, and having sufficient time to arrange delivery. Please be aware that your confirmation document lists every item that is coming to site. If you are unsure of any detail, please do not hesitate to check with us at any stage.

During your Event:

In case of emergencies we have an on call service until 9pm. Call the normal office number which will connect you on to the duty manager.

After your Event:

Please clear the marquee prior to our arrival. If this is not possible, please clear all of your items into the catering marquee, and arrange for them to be removed on the day we dismantle the marquee.