

# WHAT TO EXPECT:

## TENT INSTALLATION

### SITE VISIT

A Classic will conduct a mandatory and complimentary site visit to ensure the installation site is suitable for your event. Before any tent installation, the proposed tent site area needs to be checked and inspected for the specific size of the tent(s), obstructions, utility lines, levelness, and surface type. Once an accurate assessment is made, the safety precautions or other issues that may be specific to the site can be properly addressed. The purpose of the site visit is to make all parties involved aware of any possible obstructions and difficulties of the proposed setup and tear-down as well as ensure the safety of our crew, your guests, and your property.

### 811 - UTILITIES

A Classic is required by law to notify **811/Know What's Below** at least 72 hours prior to your tent installation. We typically call in the "locate" 5 days prior to your delivery. Please notify us of any gate codes, fences, or restrictions. **They will mark your property with flags & spray paint - Do Not Remove.** If we arrive and the utilities are not clearly marked, we can't install the tent(s). You must be available to accept any calls from 811 as you will be their primary contact.

### CUSTOMER RESPONSIBILITIES

**You are responsible for marking all private utilities**, this includes, but is not limited to a sprinkler system, septic system, invisible fence, geothermal systems, and tennis court lights. Prior to your installation date, please mow your grass, remove any pet debris and/or other obstructions to the installation site or truck access.

### PERMITS/CITY NOTIFICATION

A Classic is required by law to follow any guidelines put forth in *Chapter 31, 2014 Edition, Indiana Fire Code*, **and submit any permits required by the City.** On your behalf, we will take care of submitting all paperwork for Permits and Notifications but will pass along any associated fees. A Classic follows all guidelines put forth by every city and jurisdiction, for your safety and the safety of your guests.

### DELIVER/LOADING/INSTALLATION

Please ensure we have access to the site on your delivery date and be available to answer any questions. **You should be present at the time of installation or have a designated person responsible for all decisions.** If you are not present, A Classic will install the tent according to the provided map. We will not return to the site to move the tent.

### EVACUATION PLAN

Tents are not suitable as shelters in the event of severe weather. It is your responsibility to ensure the safety of your guests. **Fill out and post the provided Evacuation Plan Form.** Safety is our priority!

### TENT CANCELLATIONS

All tent rentals are non-refundable and require a 100% prepayment.



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