Installed Hire Terms and Conditions

Nine Yards Bell Tents Ltd · Company no. 14888131 · VAT no. 443978061 ·
info@nineyardsbelltents.co.uk · 07368 328682 · nineyardsbelltents.co.uk

These terms apply where Nine Yards Bell Tents delivers, erects and takes down bell tents, stretch tents and awnings, or installs and removes beds and furnishings, for the Customer. For hires where the Customer puts up the kit, our Dry Hire Terms and Conditions apply instead.

1. About us and interpretation

1.1 These terms are between Nine Yards Bell Tents Ltd, a company registered in England and Wales (company number 14888131), registered office 7C Hanham Hall, Whittucks Road, Hanham, Bristol BS15 3FR, VAT number 443978061 ("NYBT", "we", "us", "our"), and the Customer.

1.2 In these terms:

- **"Booking Deposit"** means 25% of the Hire Charges, paid to secure the booking.
- **"Business Customer"** means a Customer acting for purposes relating to their trade, business, craft or profession.
- **"Confirmation"** means the document we issue setting out the Hire Goods, Site, Hire Period, installation and takedown times, Services and prices.
- **"Consumer"** means an individual acting wholly or mainly outside their trade, business, craft or profession.
- **"Contract"** means these terms, the Confirmation, the Price Schedule (Schedule 1) and the Site Requirements and Safe Use Guide (Schedule 2).
- **"Crew"** means our staff and subcontractors carrying out Installation and Takedown.
- **"Customer"** means the person, company or organisation hiring the Hire Goods from us.
- **"Damage Deposit"** means the refundable sum set out in Schedule 1, held against loss, damage, cleaning and other costs under clause 10.
- **"Force Majeure"** means an event outside a party's reasonable control, including extreme weather, flood, fire, epidemic, war, terrorism, government action or failure of a public utility.
- **"Handover"** means the point at which we tell the Customer that Installation is complete.
- **"Hire Charges"** means the Rental plus the charges for Installation, Takedown, delivery, collection and any other Services, as set out in the Confirmation.

- **"Hire Goods"** means the bell tents, stretch tents, awnings, beds, mattresses, mats, furnishings and accessories listed in the Confirmation.
- **"Hire Period"** means the period from delivery of the Hire Goods to the Site until they are loaded onto our vehicle at the end of Takedown.
- **"Installation"** and **"Takedown"** mean the erection of tents and installation of beds and furnishings by the Crew, and their removal.
- **"Rental"** means our charge for the hire of the Hire Goods, excluding Services.
- **"Services"** means delivery, collection, Installation, Takedown and any other services set out in the Confirmation.
- **"Site"** means the location and pitch areas set out in the Confirmation.

1.3 These terms may only be varied in writing by a director of NYBT. Where the Customer is a Consumer, statements made by our staff about the Hire Goods or Services may also bind us.

1.4 If the Confirmation conflicts with these terms on price, quantities, Hire Period, Site or times, the Confirmation applies. Otherwise these terms prevail.

1.5 References to "tents" include stretch tents and awnings.

2. Basis of contract

2.1 On acceptance of a quote we will invoice the Booking Deposit, or the full Hire Charges where the Hire Period starts within 7 days. The Contract is formed when we receive cleared payment of that invoice and issue the Confirmation.

2.2 We supply only the Hire Goods and Services listed in the Confirmation.

2.3 We accept bookings from UK-based Customers only, for Sites within the UK. Other locations may be considered case by case and must be agreed in writing.

2.4 By placing a booking, the Customer confirms they are at least 18 and, where booking for an organisation, authorised to bind it.

2.5 Where the Customer is a Consumer, the Hire Period will not exceed three months. Any extension beyond three months will be under a new Contract on the same terms.

2.6 If Hire Goods become unavailable for reasons outside our control, we will tell the Customer as soon as possible and refund in full any sums paid for the unavailable items. We have no further liability for that unavailability.

2.7 Nothing in these terms affects a Consumer's statutory rights. For advice, contact Citizens Advice or your local Trading Standards office.

3. Quality of the Hire Goods and Services

3.1 At Handover the Hire Goods will be of satisfactory quality, fit for their intended purpose and as described, and we will carry out Installation, Takedown and other Services with reasonable skill and care. For Business Customers these obligations arise under the Supply of Goods and Services Act 1982; for Consumers, under the Consumer Rights Act 2015.

3.2 The Customer must check the Hire Goods at Handover and report anything missing, damaged or defective before use, and in any event within 24 hours, with photographs. Hire Goods not reported are taken as received complete and in good condition, except for defects not reasonably apparent on inspection.

3.3 Where Hire Goods or Services supplied to a Business Customer are faulty, we will repair, replace or put them right as soon as reasonably practicable. If we cannot, we will refund the Hire Charges for the affected items for the period they were unusable. This is the Business Customer's sole remedy for faulty Hire Goods or Services.

3.4 A Consumer has the rights set out in the Consumer Rights Act 2015, including repair, replacement or repeat performance and, where that is not possible, a price reduction or refund.

3.5 The Customer must stop using any Hire Goods that are faulty or damaged and tell us immediately.

4. Prices and payment

4.1 Prices are as set out in the Confirmation. Prices quoted to Business Customers exclude VAT, which will be added at the prevailing rate. Prices quoted to Consumers include VAT.

4.2 Payment schedule:

4.2.1 The Booking Deposit (25% of the Hire Charges) is payable on acceptance of the quote. It is non-refundable, except as set out in clauses 11.7 and 11.8.

4.2.2 The balance (75% of the Hire Charges plus 100% of delivery and collection charges) is due 7 days before the Hire Period starts.

4.2.3 The Damage Deposit is due 7 days before the Hire Period starts.

4.2.4 Where the Hire Period starts within 7 days of booking, all sums are due on acceptance of the quote.

4.3 All other invoices, including for damage, cleaning, late takedown, waiting time and any Damage Deposit shortfall, are payable within 14 days of the invoice date.

4.4 Payment is made only when we receive cleared funds in full. We will not start Installation until all sums due before the Hire Period have been paid.

4.5 If a Business Customer pays late, we may charge statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998. If a Consumer pays late, we may charge interest at 2.5% a year above the Bank of England base rate, accruing daily. All sums owed under this or any other contract between us become immediately payable.

4.6 Any dispute about an invoice must be raised in writing within 7 days of its date. The undisputed part must be paid on time.

4.7 Business Customers must pay all sums in full, without set-off, deduction or counterclaim.

4.8 With the Customer's consent, we may store their payment card details securely and use them to take sums due under the Contract, including for an extended hire, damage or loss. We will tell the Customer the amount and the reason before taking any such payment.

5. Ownership, risk and insurance

5.1 The Hire Goods remain our property at all times. The Customer must not sell, sub-hire, lend, charge or otherwise deal with them as if they were the Customer's own.

5.2 Risk in the Hire Goods passes to the Customer on delivery to the Site and passes back to us when they are loaded onto our vehicle at the end of Takedown. We remain responsible for loss or damage caused by the Crew during Installation and Takedown.

5.3 A Business Customer must hold, throughout the Hire Period:

5.3.1 insurance of the Hire Goods for their full new replacement value against all risks while on the Site;

5.3.2 public liability insurance of at least £5,000,000 for any one occurrence, covering the Customer's event and the use of the Hire Goods; and

5.3.3 employers' liability insurance where required by law.

5.4 A Business Customer must provide evidence of the insurance in clause 5.3 before the Hire Period starts, and at any time on request. We may refuse to start Installation until it is provided.

5.5 Any insurance proceeds relating to the Hire Goods must be paid to us on demand. The Customer must not settle or compromise any claim relating to the Hire Goods without our written consent.

5.6 A Consumer must take reasonable care of the Hire Goods and is responsible for loss or damage under clause 9. We recommend checking whether household insurance covers hired items.

5.7 Insurance does not reduce the Customer's liability under the Contract.

6. Delivery, access and takedown times

6.1 We deliver and collect the Hire Goods at the rates set out in the Confirmation and are responsible for them while on our vehicle or our haulier's vehicle.

6.2 The Customer must provide safe and legal vehicle access to the Site, within a reasonable carrying distance of each pitch, at the times in the Confirmation.

6.3 Delivery and collection each include one hour for unloading or loading. If our haulier has to wait longer for reasons within the Customer's control, the Customer will pay the haulier's waiting time charges at cost, as set out in Schedule 1.

6.4 If Installation or Takedown is delayed or extended for reasons within the Customer's control, including the Site not being ready or tents not being cleared, the Customer will pay additional Crew time at the rate in Schedule 1.

6.5 The Customer must give at least 3 working days' notice of any change to the agreed Takedown date. If the Hire Goods are not available for Takedown at the agreed time, the Customer must pay a late return charge of 10% of the total Rental for each day or part day until Takedown can take place, plus any additional Crew and transport costs.

6.6 The Crew must be given safe access, the same courtesy as the Customer's own staff, and a site induction covering any hazards on the Site.

6.7 Where a delay is caused by the Customer failing to meet their obligations, we may charge our reasonable additional costs, except where the Customer is a Consumer and the delay is caused by Force Majeure.

7. Installation and the Site

7.1 We will carry out Installation and Takedown with reasonable skill and care, in line with manufacturer guidance and our own risk assessment and method statement, which we will provide on request.

7.2 The Customer must, before Installation starts:

7.2.1 provide a site plan and agree pitch locations with us;

7.2.2 ensure each pitch is reasonably level, with grass cut short, and clear of debris, animal waste, standing water and obstructions;

7.2.3 tell us in writing of all underground services, cables, pipes, irrigation and drainage on or near the Site;

7.2.4 obtain all permissions, licences and landowner consents needed for the Hire Goods to be installed and used on the Site; and

7.2.5 provide reasonable welfare facilities for the Crew.

7.3 Tents are secured with steel pegs or stakes driven into the ground. The Customer accepts that peg holes and minor marking to turf from pegging and normal vehicle access are an inherent part of the Services. We are not liable for damage to underground services, cables, pipes or other features not disclosed to us in writing under clause 7.2.3. Where pegging is not possible, ballast or alternative fixings are charged as set out in the Confirmation.

7.4 If the Site is not ready, is unsafe or is unsuitable, we may delay Installation, propose alternative pitches, or decline to install on the affected pitches. Additional Crew time is charged under clause 6.4. Where Installation cannot go ahead because of the Customer's failure, the Hire Charges remain payable.

7.5 Responsibility for the overall health and safety of the Customer's event, including site layout, crowd management, emergency planning and fire safety strategy, remains with the Customer.

8. Use and care after Handover

8.1 From Handover until Takedown starts, the Customer is responsible for the Hire Goods and their use, and must:

8.1.1 not move, re-pitch, re-peg, adjust or alter any tent, and not allow anyone else to;

8.1.2 keep all pegs and guy ropes in place, and mark or light them where people walk;

8.1.3 ensure no naked flames, candles, stoves, heaters, barbecues, fireworks or smoking inside or near any tent;

8.1.4 ensure any electrical installation in or near the tents is carried out by a competent person;

8.1.5 supervise occupants and anyone near the Hire Goods, including children around guy ropes and pegs, and keep to the occupancy we specify;

8.1.6 keep the Hire Goods secure and protect them from theft, damage, fire and weather;

8.1.7 use beds and furnishings only for their intended purpose;

8.1.8 not remove labels or asset numbers, or attempt any repair; and

8.1.9 tell us immediately if a tent is damaged, loosened or collapses, if pegs are pulled, or if there is any accident involving the Hire Goods.

8.2 The Customer must monitor the weather during the Hire Period. In high winds or storms, the Customer must evacuate the tents and keep people away from them until we confirm they are safe.

8.3 We may, and the Customer must allow us to, attend the Site to inspect, re-tension, lower or take down tents where we consider conditions unsafe. The Customer must follow our instructions. Where tents are lowered or closed for safety reasons, the Hire Charges remain payable.

8.4 Before Takedown, the Customer must ensure the Hire Goods are emptied of all property and rubbish by the agreed time. We are not responsible for items left in them.

8.5 For stretch tents and awnings, the Customer must also:

8.5.1 not climb on, or hang or attach anything to, the fabric, poles, straps or rigging, other than items we have supplied or approved;

8.5.2 not alter the tension, poles, straps or anchor points, or raise or lower any sides except as we have shown;

8.5.3 keep naked flames, heat sources, barbecues and smoking away from the fabric; and

8.5.4 tell us immediately if water pools on the fabric, or if any pole, strap or anchor moves or fails.

9. Loss, damage and cleaning

9.1 If Hire Goods are damaged, left dirty or soiled beyond normal use, or require specialist cleaning, the Customer will pay the charges in Schedule 1, or our reasonable costs where no charge is listed, plus the admin charge in Schedule 1. This does not apply to damage caused by the Crew.

9.2 A Business Customer will also pay the Rental for the period the Hire Goods are unavailable for re-hire while being repaired, cleaned or dried.

9.3 If Hire Goods are lost, stolen or damaged beyond economic repair during the Hire Period:

9.3.1 a Business Customer will pay the current cost of replacing them new, like for like;

9.3.2 a Consumer will pay our actual loss, taking account of the age and condition of the Hire Goods; and

9.3.3 the Customer will pay the Rental up to the date we are notified in writing of the loss.

9.4 A Business Customer will also pay, as liquidated damages, two thirds of the Rental that would have applied for the period reasonably needed to source replacements. We will use reasonable commercial endeavours to source replacements promptly.

9.5 Some damage, such as holes, stains or mould, may only become apparent when Hire Goods are unpacked, dried or next set up. We may claim for such damage by notifying the

Customer, with photographs and asset numbers, within 30 days of Takedown. We will not claim for damage first notified after 30 days.

9.6 We do not charge for fair wear and tear, inherent defects, or the effects of normal weather on correctly pitched tents.

10. Damage Deposit

10.1 The Damage Deposit is set out in Schedule 1 and is due 7 days before the Hire Period starts.

10.2 We may deduct from the Damage Deposit:

10.2.1 the cost of repairs, replacement, cleaning and drying;

10.2.2 additional costs we incur as a result of loss, damage, or late or delayed Takedown, including staffing, delivery and transport; and

10.2.3 any late return charges or other unpaid sums due under the Contract.

10.3 We will return the Damage Deposit within 7 days of Takedown where the Hire Goods are in the condition they were installed, fair wear and tear excepted. Where we make deductions, we will send an itemised statement with photographs within the same 7 days and return any balance.

10.4 Returning the Damage Deposit does not prevent us claiming for damage notified within the 30-day period in clause 9.5.

10.5 The Damage Deposit does not limit the Customer's liability. Any amount owed above it will be invoiced under clause 4.3.

10.6 The Damage Deposit is returned to the original payment method and does not earn interest.

11. Cancellation

11.1 The Customer may cancel by email to info@nineyardsbelltents.co.uk. Cancellation takes effect when we receive it.

11.2 The Booking Deposit is non-refundable, except as set out in clauses 11.7 and 11.8.

11.3 Cancellation 7 days or more before the Hire Period starts: we keep the Booking Deposit and refund any other sums paid.

11.4 Cancellation less than 7 days before the Hire Period starts, or failure to make the Site available for Installation: the full Hire Charges are payable, less any delivery and collection charges we have not incurred.

11.5 Reducing the quantity of Hire Goods is treated as a cancellation of the items removed.

11.6 Cancellation, postponement or reduction of the Customer's own event for any reason, including weather, licensing, ticket sales or venue issues, does not release the Customer from clauses 11.3 and 11.4.

11.7 Consumers who book by email or online may have a legal right to cancel within 14 days of the Contract being formed, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Where that right applies:

11.7.1 a Consumer who cancels within the 14 days will receive a full refund, including the Booking Deposit, within 14 days of cancelling; and

11.7.2 if the Consumer asked for the Services to start within the 14 days, they must pay for what was supplied up to cancellation.

After the 14 days, or where the right does not apply, clauses 11.2 to 11.6 apply.

11.8 If we cancel for any reason other than the Customer's breach, we will refund all sums paid for the cancelled Hire Goods and Services. We have no further liability for the cancellation.

11.9 Refunds are made to the original payment method. Where a bank transfer is needed, the Customer must provide their bank details.

12. Default

12.1 If the Customer breaches the Contract, fails to pay, becomes insolvent, or we reasonably believe the Hire Goods or anyone's safety are at risk, we may:

12.1.1 suspend or withhold Installation or other Services;

12.1.2 terminate the Contract;

12.1.3 take down and recover the Hire Goods, including by entering the Site (for Consumers, on reasonable notice and only as the law allows); and

12.1.4 require immediate payment of all sums due.

12.2 Recovery of the Hire Goods does not affect our right to recover sums due or damages for any breach. The Customer will pay our reasonable recovery costs.

12.3 On termination, the Customer must make the Hire Goods available for Takedown and pay all sums due within 14 days of invoice.

13. Liability

13.1 Nothing in the Contract limits or excludes liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited or excluded by law.

13.2 We are responsible for Installation and Takedown. From Handover until Takedown starts, we are not responsible for the use, supervision or safety of the Hire Goods, or of anyone using or near them, except where loss is caused by our breach of clause 3.1 or our negligence.

13.3 We are not liable for loss or damage caused by the Customer, its guests or any third party moving, adjusting or interfering with the Hire Goods, or by failure to follow clause 8.

13.4 We are not liable to a Business Customer for:

13.4.1 loss of profit, revenue, business, contracts, goodwill or data;

13.4.2 costs of cancelling or postponing an event, or wasted expenditure; or

13.4.3 any indirect or consequential loss.

13.5 Our total liability to a Business Customer under or in connection with each Contract is limited to the greater of the Hire Charges paid under that Contract and £1,000.

13.6 We are liable to a Consumer for foreseeable loss caused by our breach of the Contract or failure to use reasonable care. We are not liable to a Consumer for business losses.

13.7 The Customer must give us a reasonable opportunity to put right any problem before incurring costs to remedy it themselves.

13.8 We are not responsible for property belonging to the Customer, its guests or third parties left in or with the Hire Goods.

13.9 A Business Customer will indemnify us against all claims, losses, damages and costs (including reasonable legal costs) arising from the use or supervision of the Hire Goods after Handover, interference with them by the Customer, its guests or any third party, or the Customer's breach of the Contract, except to the extent caused by our negligence or breach.

14. General

14.1 Each hire is a separate Contract. Clauses intended to survive termination continue to apply.

14.2 The Customer's employees, agents, subcontractors and guests must comply with the Contract, and the Customer is responsible for their acts and omissions.

14.3 We may assign or subcontract our obligations but remain responsible for them. Assignment will not reduce a Consumer's rights.

14.4 We are not liable for delay or failure caused by Force Majeure. We will tell the Customer as soon as possible and work to minimise the effect.

14.5 If any provision is found unenforceable, the rest of the Contract continues in force.

14.6 A delay in enforcing any right is not a waiver of it.

14.7 The Contract is the entire agreement between the parties and replaces any earlier agreement or representation. We are not bound by statements not set out in the Contract, except as set out in clause 1.3.

14.8 No third party has any right to enforce the Contract under the Contracts (Rights of Third Parties) Act 1999.

14.9 Where we hold property belonging to the Customer after the Hire Period, we will make reasonable efforts to contact the Customer for one month. If we receive no response, we may sell or dispose of it, applying any proceeds against sums owed, and may charge the storage fee in Schedule 1.

14.10 We communicate mainly by email. Notices to us must be sent to info@nineyardsbelltents.co.uk.

14.11 The Contract is governed by the law of England and Wales, and the courts of England and Wales have jurisdiction. A Consumer living in Scotland or Northern Ireland may also bring proceedings in their local courts.

15. Data protection, complaints and contact

15.1 How we use personal information is set out in our Privacy Policy at https://nineyardsbelltents.co.uk/our-privacy-policy/.

15.2 Complaints should be sent to info@nineyardsbelltents.co.uk. We will acknowledge within 5 working days. Consumers can get independent advice from Citizens Advice.

15.3 Contact: Nine Yards Bell Tents Ltd · Tel / WhatsApp 07368 328682 · info@nineyardsbelltents.co.uk · www.nineyardsbelltents.co.uk

Schedule 1: Price Schedule

Business Customers pay the ex-VAT price plus VAT. Consumers pay the inc-VAT price. The Damage Deposit is not subject to VAT. Charges for damage caused by the Crew, normal weather on correctly pitched tents, and fair wear and tear do not apply.

Damage Deposit

Item	Deposit
Bell tent	£150 per tent

Item	Deposit
Stretch tent (10m x 20m)	£500 per tent
Awning	£50 per awning
Bed (frame and mattress)	£30 per bed
Mat	£10 per mat
Minimum Damage Deposit per hire	£100

Services and hire charges

Charge	Ex VAT	Inc VAT
Additional Crew time (clause 6.4), per crew member per hour	£25.00	£30.00
Late return, per day or part day	10% of total Rental	10% of total Rental
Haulier waiting time beyond 1 hour	At cost	At cost
Return visit to re-pitch or make safe a tent moved or interfered with by the Customer or guests	Crew time at £25.00 per hour, plus travel at cost	Crew time at £30.00 per hour, plus travel at cost
Storage of Customer property left with us, per week	£10.00	£12.00

Cleaning

Charge	Ex VAT	Inc VAT
Tent cleaning beyond normal use (food, drink, vomit, make-up), per bell tent	£40.00	£48.00
Stretch tent or awning cleaning beyond normal use	At cost	At cost
Stain treatment on canvas or groundsheet, per bell tent	£30.00	£36.00
Mattress cover clean, per mattress	£15.00	£18.00

Charge	Ex VAT	Inc VAT
Mat or rug clean, per item	£10.00	£12.00
Rubbish left in tents at Takedown, per tent	£20.00	£24.00

Repairs and missing items

Charge	Ex VAT	Inc VAT
Canvas or groundsheet repair, hole, tear or burn up to 10cm	£40.00	£48.00
Canvas or groundsheet repair over 10cm	At cost	At cost
Stretch tent or awning fabric repair	At cost	At cost
Zip repair or replacement	£45.00	£54.00
Peg or stake, each	£2.00	£2.40
Guy rope, each	£5.00	£6.00
Ratchet strap, each	£10.00	£12.00
Bed slat, each	£5.00	£6.00
Mattress cover replacement	At cost	At cost
Stretch tent or awning pole lost or damaged	Replacement cost under clause 9.3	Replacement cost under clause 9.3
Furnishings, bed frame, mattress, mat, bell tent, stretch tent or awning lost or beyond repair	Replacement cost under clause 9.3	Replacement cost under clause 9.3
Admin charge, per damage or loss claim	£25.00	£30.00

Charges "at cost" are passed on at the price we pay, supported by an invoice or quote on request.

Schedule 2: Site Requirements and Safe Use Guide

This guide forms part of the Contract. Please share the safe use section with anyone staying in or using the tents.

Before we arrive

- Agree the site plan and pitch locations with us. Each 5m bell tent needs a clear, level pitch plus room for guy ropes all round.
- Cut grass short and clear pitches of debris, animal waste, standing water and obstructions.
- Send us written details of any underground services, cables, pipes, irrigation or drainage. We cannot be responsible for anything not disclosed.
- Confirm vehicle access, parking for our vehicles, and the route from unloading to each pitch.
- Have someone authorised on site at our arrival to give a site induction and agree any changes.
- Make sure all permissions, licences and landowner consents are in place.

At Handover

- Walk the tents with our Crew lead and check everything is complete.
- Report anything missing or damaged before use, with photographs, on WhatsApp: 07368 328682.

Safe use during the hire

- Do not move, re-peg, loosen or adjust tents, guy ropes or pegs. If a tent needs adjusting, call us.
- Keep tents free of naked flames, candles, stoves, heaters, barbecues, fireworks and smoking, inside and nearby.
- Use only electrics installed by a competent person. Do not run heat-producing appliances inside tents.
- Keep to the occupancy we set for each tent. Use beds only as beds.
- Watch out for guy ropes and pegs, especially at night. Supervise children around them.
- Keep doors zipped when tents are empty, to keep out rain, wind and animals.
- Do not hang anything from the canvas, centre pole or A-frame other than items we have supplied.

Stretch tents and awnings

- A 10m x 20m stretch tent needs its full footprint plus clear space all round for poles, straps and anchors. We will confirm the space needed when agreeing the site plan.
- Do not climb on, hang from or attach anything to the fabric, poles, straps or rigging unless we have supplied or approved it.
- Do not adjust tension, move poles or anchors, or raise or lower sides except as we have shown you.
- Keep naked flames, heat sources, barbecues and smoking away from the fabric.

- If water pools on the fabric, or a pole, strap or anchor moves, keep people clear and call us.

High winds and storms

- Check the forecast daily.
- In high winds or storms, get everyone out of the tents and keep people away from them.
- Call us straight away. We will attend to re-tension, lower or take down tents as needed.
- Do not let anyone back in until we confirm the tents are safe.

Reporting damage

If a tent is damaged, loosened or collapses, or pegs are pulled, keep people clear and message us on WhatsApp: 07368 328682 with photographs and a short description. Do not attempt repairs.

Before Takedown

- Empty every tent of personal property, food and rubbish by the agreed time.
- Make sure the Crew can reach every tent.
- Report any damage you are aware of before we start, so it can be logged.

Some damage only shows when kit is unpacked, dried or next set up. We may claim for this within 30 days of Takedown (clause 9.5). Charges are in Schedule 1.