



contact@partyonmarquees.co.uk

01493 752998

Farend, Pyebush Lane, Acle, Norfolk, NR13 3QZ

Information, terms & conditions about your booking

Your Booking with Party On Marquees

Congratulations on booking your marquee with Party On Marquees. We aim to offer you a professional and friendly service from the moment you first contact us to the time when we take your marquee away. Should you have any questions or need to talk to us at any time please contact us via e-mail or phone.

We realise that hiring a marquee is something most people do only infrequently, so we have detailed below everything you should need to know about hiring a marquee from Party On.

1. Deposit Your 20% deposit is non-returnable upon cancellation of the booking. If you have booked more than a year in advance and have paid the initial 10% deposit, a further 10% is payable by end of Feb in the year of the event. We will contact you beforehand to remind you of this (also a good time to review the booking). Failure to pay this additional 10% will result in the cancellation of the booking and forfeit of the 10% deposit already paid.

2. Your Booking Please check all the details in the booking confirmation and the amounts charged. Although we always try to be as accurate as possible when compiling your booking confirmation, mistakes and misunderstandings between phone calls/e-mails and the booking may occur. What we deliver, the prices and when will we set up will be as per the booking confirmation form regardless on what other correspondence may have occurred. If there are any mistakes, discrepancies or anything you are not clear about please contact us ASAP

2. Additions to your booking If for any reason you need to increase items on your order then please contact us ASAP to arrange. Any Increases to the order are always subject to availability and additional items charged at current rates.

3. Reductions to your booking If for any reason you need to reduce the items on your order then please contact us ASAP to arrange. Any decreases to the order are always subject to the following conditions:-

i) Marquee – although we will try where possible to offer a smaller size if needed, we cannot guarantee to be able to offer this due to availability of smaller sizes. Reducing the number of Capri/Trapeze marquees is not permitted unless Party On offer at their discretion to do so.

ii) Banquet Chairs - Once Banquet chairs are ordered, cancellations or changes to other chair styles may incur a cancellation fee of up to £100. For minor adjustments for numbers on banquet chairs, see 'All Other items' below.

iii) Marquee Heater – Once a marquee heater is booked it cannot be cancelled without incurring a cancellation fee of £100.

iv) All Other Items - Party On will allow minor reductions in equipment providing the total reduction in items cancelled do not exceed 10% of the original order total when first booked. Party On reserve the right to make a proportionate charge if larger than 10% reductions are made.

4. Cancellation of your booking. Although we hope you don't have to cancel your booking, there may be reasons why you have to cancel. Cancellation within 7 days of the event will incur the full charge, cancellations more than 7 days in advance the 20% deposit will be forfeited.

5. Suitability of your proposed site A site visit is not usually required where you are confident that the area is large enough, the ground is grass and reasonably flat and access is good. If you have any concerns about any of these points then please contact Party On to discuss and to arrange a site visit if required. It is your responsibility to ensure the site meets the requirements below:-

i) Access. We must be able to get access for a large van (minimum width 6ft 6") to within 10 metres of the proposed site. An additional charge may be added if this is not possible. We may ask for this on the day of set up if you have not disclosed correctly on your booking form. Note that access is required on the set up day and breakdown day. If you have any doubts about the access please discuss this with Party On prior to the set up day.

ii) Ground Type. The ground must be on grass or ground capable of taking pegs & stakes. Due to the problems of securing the marquee, we do not erect our marquees on hard standing – however if there is a small area (e.g. small patio near to a house) which part of the marquee will cover then it is sometimes possible to work around, Party On must be made aware prior to booking if any of the marquee is to be on hardstanding. Ground which can become boggy or waterlogged under heavy rain can also be a problem. Party On cannot be responsible for water that has either run down into the marquee from pooling outside or seeped up through the ground. Also allow for overhanging trees (remember trees may grow significantly between the time you book and the event date). You will be responsible for clearing any branches that inhibit the erection of the marquee.

If you have any concerns about the ground please contact Party On prior to booking

iii) Ground condition.

Slightly undulating or sloping ground is not generally a major problem as far as erecting the marquee is concerned, however this may have consequences regarding the practicality for tables, chairs, dance floor etc. For the best results keep the grass as short as possible, fill in any noticeable dips & holes and flatten out any bumps where practical. If you have any concerns about the ground please contact Party On prior to booking.

iv) Size of area.

Please ensure the size of the proposed site is big enough for the marquee! We generally need around 1m (3ft) of space around the edge of the marquee for Standard Frame, Capri & Trapeze marquees and around 3m for Traditional Marquees).

v) Overhead Obstacles

Electrical or telephone cables above the marquee must be over 5m from the ground (9m for Traditional Marquees). Please also ensure that there are no overhanging trees or other obstacles (we need around 2m of height at the eaves). It is sometimes possible to incorporate small obstacles (shrubs/small trees etc) inside the marquee if required. Please mention these to Party On prior to booking.

vi) Underground Obstacles.

Any underground services (gas, water, underground heating, electrical cables etc) shallower than 1200mm must be marked on site and confirmed in writing to Party On on arrival. Any damage resulting from Party On hitting underground services not pointed out are the responsibility of the hirer. If needed we can arrange for a CAT underground scan of the site at additional cost.

6. Set Up day At time of booking we will confirm the set up day on your booking confirmation, if at anytime this is not convenient please contact us ASAP.

Approximately 2 weeks prior to your event we will contact you to arrange a mutually convenient time to set up your marquee. If on the day we are running early or late by more than 30 minutes we will endeavour to call to keep you informed. It is essential to have someone present when we arrive to show us exactly where to place the marquee and advise on proposed entrances etc. If we only receive written/verbal instructions as to the exact location then we will do our best to meet your requirements but cannot be held responsible if the marquee is not positioned to your satisfaction. Once the site has been agreed we are unable to change part way through the erection process. Please note – Some items such as some chairs and tables are hired in and may not be delivered by the time we leave the site, in this instance you will be advised when they will be delivered.

Tea and coffee are always welcome throughout the day

7. Payment Full payment is required on the set up day. Payment can be either a cheque or cash on the day or BACS (Bank Transfer) or Card Payment before the day (Credit Card payments incur a surcharge of 2.5%, debit cards no additional cost). If you do not pay on the set up day, we reserve the right to add a late payment charge to your bill of £10 per day or to remove the marquee. For corporate customers we are happy to invoice providing this has been previously agreed with Party On

8. Breakdown Day Breakdown days will be shown on the booking confirmation, if this day is not suitable please contact Party On ASAP so we can arrange a mutually convenient day. It is not normally required for you to be present when we come to take the marquee away, but please ensure we have access to the site and all our equipment supplied is stored within the marquee.

Please ensure that the marquee is cleared of all other equipment prior to our arrival. Our policy is to always leave the site as we found it taking with us anything we have brought. We do not however take away anything that is not ours.

9. Damage/Loss to Party On Equipment

Our prices allow for wear and tear of our equipment so feel free to enjoy the marquee for normal use. We also expect to clean the flooring and marquee from party debris and spills etc and any damage caused by the weather is covered by us.

However we do not cover deliberate or wilful damage to our property or inappropriate use and you will be billed for any such damage caused. This includes damage caused by any activity not associated with normal marquee activity (e.g. Climbing on marquee, hanging from the poles, playing with fire inside the marquee etc). You will also be billed for missing items.

Security of equipment supplied is your responsibility, you may want to look into obtaining wedding insurance to cover theft or other liabilities. If you have any concerns about this area please talk to Party On prior to the event.



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Your Traditional Marquee Your Traditional marquee is made from white PVC. The width is 12m. For the 12m length there will be 1 central pole, the 18m has 2 and the 24m 3 poles. The marquee will have a mixture of solid and gothic windowed panels – arrangement of these should be discussed prior to booking if you have specific needs. Panels can be removed if a more open feel is required.

All materials used within the marquee confirm to fire regulations, and as such we are happy to allow small candles on tables within the marquee. Larger candles or free standing naked flames, BBQ's, Hog roasts etc should not be placed within the marquee. Under no circumstances should the marquee be left unattended with candles alight or heating or electrical appliances left. It is entirely up to you whether to allow smoking within the marquee, however please do not stub cigarettes out on the matting.

In extremely windy conditions or certain other weather conditions (e.g. thunderstorms) it can be dangerous for us to erect the marquee on the proposed day/time. In this instance we will try our best to erect the marquee sometime before your event but this cannot be guaranteed (we have yet to fail to get a marquee up in time).

Matting The matting supplied is specialist marquee matting called DandyDura – a woven polypropylene in a Corn colour. This is similar in look and feel to Coir (coconut) matting but more flexible and durable and gives a better finish when laid. It comes in 6m x 2m strips – and will be pegged down (and taped where necessary) to give a smart, flat finish to minimise trip hazards.

The matting however will follow the contours of the ground – so if you have uneven ground be aware the matting will also be uneven. It is suggested that a day to 2 before we arrive you fill in any major divots and holes with earth and flatten out any obvious bumps.

The matting is always cleaned prior to each use, however we expect you to 'use' the matting so do not worry about it getting muddy or any food or drink spillages. We would ask however that cigarettes are not stubbed out on the matting as the cigarette will leave a burn mark.

Uplighters If ordered there are 6 uplighters in a set. They can be positioned around the edge of the marquee as you require providing each light is less than 10m apart. By default we leave them on a randomly changing colour pattern, if you require specific lighting options please ask the Party On staff when setting up.

Fairy Lights Fairy lights are supplied in 50m sets and are normally draped around the edge of the marquee.

Electrics All electrical items supplied by Party On will be connected into a 16a distribution box (where each socket has a separate trip switch). A 50m outdoor rated cable is then attached to the distribution box for you to connect to a suitable mains supply or generator (using either a 16a round plug or a standard 13amp plug. Should you need to run further electrical items not supplied by Party On from our cables then please ask the party On staff during the set up. No responsibility can be taken by Party On for any of these additional electrical items.

Tables & Chairs The tables and chairs will be stacked into the marquee. We do not set out the tables and chairs in the required seating plan.

A 5ft round table seats between 8 and 10 people and with chairs requires a space approx 3m x 3m (10ft x 10ft).

A 6ft x 2ft 6" trestle table seats 3 down each side (and if pushed 1 on each end). For a 'top table', 3 trestle tables will seat approx 9 people down one side (with an additional 1 on each end if required)

Trestle tables are also often used for buffet tables, bar counters etc.

If you have hired banquet chairs, these will be arriving separately to the marquee and you will be advised accordingly.

Heating Generally in the summer months (June/July/August) you will not require heating. However Party On cannot guarantee the weather! So in Spring and Autumn months and even in summer months if you want to guarantee a warm marquee you will need heating. The marquee heater we supply will be situated outside the marquee, with a large duct carrying the warm air into the marquee. The temperature is thermostatically controlled from a panel placed inside the marquee. The heater runs on diesel fuel and enough is supplied to run for 12 hours continuously. The heater also requires an electrical supply to run

Dance Floor The dance floor is made from hard wood parquet and has an aluminium edging. The ground does not have to be perfectly flat but it is advisable to avoid any obvious bumps or holes – these are best flattened/filled in before we arrive.

Hard Floor The hard floor is made from battened plywood and has no edging. The different sections of wood may be slightly different shades. The ground does not have to be perfectly flat but it is advisable to avoid any obvious bumps or holes – these are best flattened/filled in before we arrive

Starlight Laser The laser project lots of red & green stars onto the canopy roof giving the effect of a starlight ceiling. It can cover an area approx. 12m x 6m. It works best when there is little of no additional lighting in the area where it is positioned.

Bar Unit The bar unit is 6ft long, 2ft wide and has 2 shelves for holding drinks/glasses etc.

Toilet Units Toilet units are provided by a 3rd party supplier and the contract is with directly with them so in the first instance please contact them regarding any questions you may have

Safety of the marquee. Removal or tampering with the stakes, ratchet straps or ropes will put the integrity of the structure at risk and may invalidate our Public Liability insurance making you responsible for any damage/injury caused, so please do not tamper with them. If you do need any removed then please discuss this with Party On first.