

FAQS

How do I place a quote?

You can place a quote in one of (3) ways:

1. Visit our website www.aztecrental.com and build a shopping cart with desired items. Once this is submitted, you will receive a quote from one of our sales team members within 48 hours.
2. Email our sales team at party@aztecrental.com
3. Call our main office at 540-989-1231
4. Visit a location in your area

When I receive a quote, does that mean my items are on hold?

No, your items will not be on hold in our system until we have received a 25%, non-refundable deposit and you receive a reservation confirmation.

If you have not received a reservation confirmation, your order is not on hold.

Can a 20x20 Tent be set up in a 20x20 space?

Not usually. In order to set up a tent properly there generally needs to be an additional space on each side of the tent for anchoring methods. For example, in a 20 x 20 space, we may recommend a 15x15 tent.

Can a tent be set up on a balcony or upstairs area?

This is possible if there are service elevators or wide enough staircases to accommodate the tent poles. This would typically be a situation that would require a site inspection.

Can we pick up the equipment and set up the tents ourselves?

Most of our tents are not pop up tents and larger frame tents require installation by an experienced tent crew. We do allow customers to pick up pop up tents & pole tents up to a 20x40 in size and set up themselves.

How is the tent held down?

The preferred method is to stake the tent. All pole tents **must** be staked. For frame tents however, different types of anchoring are available based on the location and surface type. It may be weighted down with water barrels, weather permitting. Additional fees apply to water barrel and to stake in asphalt. You **cannot** stake in concrete!

What preparations do I need to make prior to tent installation?

The area should be free of any obstacles. Any mowing should be done 1 day prior to the tent being set up. Miss Utility locators will mark the site for public utilities; any private

utilities must be marked by the homeowner. Easy access and a clear pathway to the site are necessary.

How much time will be needed for tent set up?

The installation time depends on the size of the tent selected. We prefer to install the tent as early as possible; at least a day prior to event is best, to provide enough time for caterers and other vendors to complete their tasks.

How much space is required for a sit down buffet?

Count on 20 square feet per person.

How much space is required for a stand-up cocktail party? Count

on 12 square feet per person.

How much space is required for a sit down dinner?

Count on 18 square feet per person.

What area will a patio heater cover?

A heater will cover 12' to 15' diameter, approximately, and must be placed on a firm solid surface. Temperature will be raised approximately 25 degrees.

What is your cancellation policy?

Initial deposits for reservations are non-refundable. You may reschedule or reduce with no penalty as long as you do so at least 7 days prior to your original date. Cancellations after that time will incur partial or full rental fees. Special ordered items are non-refundable.

Do I need an appointment to visit your showrooms?

Our showrooms are open year-round 6 days a week and appointments are not needed.

What size linens will I need for my tables?

Choose the size of the table you need to cover, then select the tablecloth size that best suits your needs.

6' Round Table

- 132" round linen will hang to the floor.
- 120" round linen will create a 24" drop over the table.
- 108" round linen will create an 18" drop over the table.
- 90" round linen will create a 9" drop over the table. Sheer or solid 90" round looks great over 132".

5' Round Table

- 120" round linen will hang to the floor.
- 108" round linen will create a 24" drop over the table.
- 90" round linen will create a 15" drop over the table. This is considered lap length.
- 72x72 will create an overlay.

4' Round Table

- 108" round linen will hang to the floor.
- 90" round linen will have a 21" drop over the side.
- 72x72 will create an overlay

3' Round Table

- 108" round linen is long enough to create a puddle on the floor.
- 96" round linen will hang to the floor.
- 90" round will have a 27" drop over the side.
- 72x72 will create an overlay that's edges touch the floor.

30" Bistro Table

- 132" round linen covers the entire table and is perfect length when cinched with a sash in the middle.
- 120" round linen covers the entire table and hangs to the floor.
- 72x72 will create an overlay.

2' Bistro

- 120" round linen covers the entire table and is the perfect length when cinched with a sash in the middle.
- 108" round linen covers the entire table and hangs to the floor.
- 72x72 will create an overlay.

8' Rectangle Table

- 8' to the floor linen is the ideal size to fully cover your banquet table. This cloth will hang to the floor on all sides.
- 8' lap length will have a 12" drop. This is considered lap length.
- 72x72 will create an overlay.

6' Rectangle Table

- 6' to the floor linen is the ideal size to fully cover your banquet table. This cloth will hang to the floor on all sides.
- 6' lap length linen will have a 12" drop. This is considered lap length.

What if I do not know what size tent I need?

We will be happy to do a site inspection if you are unsure of what size tent will fit in your area. We carry many different sizes of tents in several different styles. A staff member will meet you at your site and tell you what options are available. There is a small fee for this service but it will be waived if you book a tent and the order is over \$500. Fee will only be waived for first site inspection.

Do I need a tent permit?

We can secure tenting permits in local counties for a fee. Permit requirements vary and will be handled on an individual basis. Please call for more information.