



## Terms and Conditions

### Payment and Reservation:

A reservation for the date of the event is not secured until a deposit payment of 50% of the total invoiced amount is made by Customer. The remaining invoice balance will be charged 7 days before the date of the event, unless otherwise noted in a proposal. Payments shall be made by check or credit card. Customer agrees to provide GlampMKE, LLC (herein the "Company") with credit card information to keep on file in the event that any damage is done to the Company's property or equipment, or additional fees need to be charged and Customer authorizes the Company to charge the cost of any damages incurred against such credit card; provided, however, that the Company must notify Customer of any charges to be made and must provide Customer with details regarding any alleged damages.

### Cancellation Policy:

Deposit payments are non-refundable unless Customer notifies the Company of cancellation at least 14 days prior to the reserved date of the event. If canceled less than 14 days before the event, no deposit will be reimbursed. If any changes or cancellations are made 7 days before the event, no final balance or portion of the final balance will be reimbursed. Company reserves the right to postpone any outdoor event due to unsuitable weather conditions, and Company agrees to work with Customer to reschedule any postponed event based on availability.

### Staking Policy:

Unless prior authorization, the Company requires a 24' x 24' square foot area, per tent, of stakeable ground to be able to secure the tent(s). Customer will not be refunded if the Company is on-site and unable to stake in tent due to lack of ground space or ground type.

### Damage & Rental Item Care:

Customer agrees to ensure the care of all tents and other equipment supplied by the Company. Customer assumes all responsibility for the care of tents and other equipment that is in the Customer's control. Any property of the Company that is lost, damaged or stolen will result in the charge of the cost equal to the items being repaired or replaced. All interior tent equipment must remain inside the tent at all times. Customer and Customer's invitees and guests shall not lean on center pole of tent. It is the customer's responsibility to secure the tent during inclement weather so that water does not get inside the tent. Customer agrees and assumes responsibility for all guests and invitees of the Customer who use the tent(s) and any equipment. Customer is given the opportunity to inspect the tent and all equipment at the time of setup, and Customer must notify the representative of the Company at such time of any defects or damage existing at such time. If Customer does not notify the Company's representative of any preexisting damage, and damage discovered upon the conclusion of the Customer's event shall be deemed to have been caused while in the custody and control of Customer.

### Site Requirements and Preparation:

The Company's tents and equipment are of a large size that may not be suitable for Customer's property. Customer is responsible for ensuring that there is adequate space for the tents and equipment requested. Further, Customer agrees to have the intended space clear of all furniture and other items that would delay or prohibit Company from setting up its tents and equipment. Customer shall also ensure that the intended area is adequately cleaned so as to avoid damaging the tents. In the case of an outdoor setup, this requires Customer to remove any dog feces or other impediments from Customer's yard. If the Customer's site is too small to accommodate the tents ordered, Company will set up only the number of tents as may reasonably fit in the space provided. In such a case, Customer shall not receive any refund or reduction in cost. If Customer fails to adequately clear and prepare the site for setup which causes any delay in Company's setup, Company shall charge a site preparation fee of One Hundred Fifty Dollars (\$150.00) in addition to the regular invoiced amount.



**Smoking & Fire Policy:**

There is no smoking allowed in any form (cigarettes, marijuana, vape, e-cigs, fire pits, flame candles, campfires, wood burning stoves) inside or around the tent area. Absolutely no open flames inside the tent. Any signs (smoke smell, burns, etc.) of smoking or fires in the immediate area of the tent will result in damage for which Customer shall be responsible.

**Food & Beverage Policy:**

By consuming food & beverages inside and around the tent, the Customer assumes all responsibility for damages that are caused by spills, accidents, etc. Any excessive stains, spills, and damages are subject to cleaning fees.

**Animals & Pets:**

The Company strongly discourages pets in/around the tent(s) area. Customer assumes all responsibility for damages caused to the tent(s) and contents by any pet by urine, excessive pet hair, chewing, etc. Any damages caused by pets are subject to replacement and/or cleaning fees.

**Appropriate Use of Tent:**

The tent(s) provided by the Company are for the intended use of children. Indoor tents are intended for indoor use, and outdoor tents are intended for outdoor use. No tent is designed to bear significant weight or be climbed on. Although the tents are sturdy and made of quality materials, inappropriate use of the tents will result in damage or injury.

**Photography:**

The Company reserves the right to use photographs taken at the event in any of its promotional media. The Company will not use your personal information with any such photos. If the Customer would like an image removed or refuses to allow any photographs to be used, Customer must contact the Company.

**Acknowledgement of Risk and Indemnification:**

Customer acknowledges that there are inherent risks associated with the tent and equipment supplied by the Company. The Customer assumes such risk on behalf of Customer and all of Customer's guests and invitees. The Customer acknowledges that the Company cannot prevent any injury that occurs while the tent and any equipment are in the custody of the Customer. If any injury occurs due to the failure of any tent or equipment supplied by the Company, or if any injury occurs due to the misuse of the same, the Customer agrees to indemnify and hold harmless the Company in the event that any party seeks to recover damages or any restitution from Company. Any fees and expenses incurred by the Company, including attorneys' fees and costs, resulting from any action being brought against the Company by any invitee, guest or other individual associated with the Customer's event shall be borne by the Customer.

**General Liability:**

The Customer assumes all liability for injury or damage to person or property occurring once the tent(s) and any equipment is set up at the site of the event. The Customer is solely responsible for the care and supervision of the individuals and property at the event. Company is not responsible for damages to grass/planters or underground pipes/lines from stakes. In the event that any damage is incurred due to the intentional or reckless conduct of any representative of the Company, the Company represents that it is licensed & insured for the business that it conducts.