



HIRE PRODUCT INFORMATION SHEET

MATRIX MARQUEES AND INSTANT PARTY TENTS

All Marquee and Tent structures are installed by trained and uniformed Having a Party? staff.

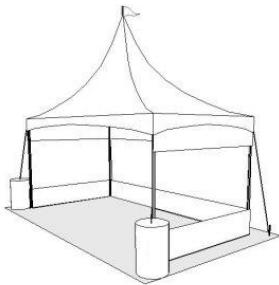
We keep an eye on the weather, if predictions are poor we may setup early provided the equipment, labour, and the site is available etc. Wind speeds over 40 KPH, lightning, rain, hail, extreme heat, etc may delay or cancel installation or removal of equipment.

To help us prepare for your function we appreciate a written setup/layout diagram at least 3-4 working days in advance of scheduled installation day. Most deliveries are made (Mon-Fri) between 8.00am and 4.00pm. Customers are welcome to call the day of delivery to inquire about approximate arrival times.

It is preferred that our delivery vehicles can have access to the marquee location. If not, we need at least firm pathways leading to the site due to the heavy nature of the equipment required. Please leave driveways, side access points and the installation site clear or waiting/return trip transport fees may apply. We recommend you mow lawns 3-4 days in advance of setup. If you have animals or pets, restrain them from interfering with delivery personnel. Prior to delivery and pickup remove pet faeces in and around area where equipment is being setup and carted.

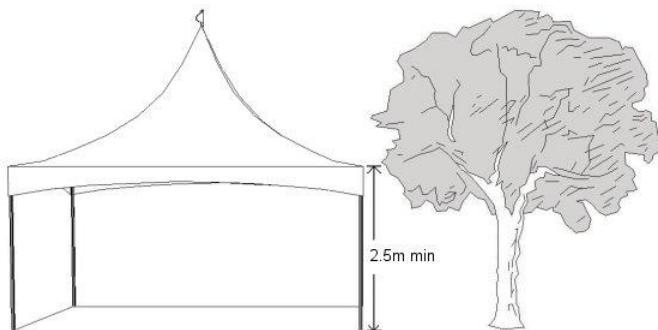
If staking is required, be careful of the unseen underground factors that may affect the marquee placement, ie sprinkler systems, gas and water lines, sewage pipes, telephone and electrical conduit or wires, etc. The customer is responsible for the locating and marking of any underground utilities or services so as not to cause damage or injury to Having a Party's employees, the customer, property, or guests. In most municipalities the local utility companies will visit the site and mark the locations of their pipes, wires etc.

If electrical power is required to the tent for lighting etc try to locate the marquee in an area where power can be easily accessed and run to the tent.



At least 50cm of clearance is required around the perimeter of the marquee for staking or weighting.

Example: The marquee pictured left is 6m x 3m but the floor space required (shaded grey) to allow for pegs or weighting is 7m x 4m



The height of our marquees must be considered when selecting a location. The eave height is 2.5m and requires at least this amount of overhead clear space. Centre peak height can reach over 6m on Matrix Series Marquees so avoid low hanging tree branches, roof eaves, etc. Power lines require at least 5m clearance from any marquee structure.

Cooking of any description or heating of food is not permitted under or within 5m any Marquee or Tent canopy/walling. Residual cooking and food odours can remain on the fabric for up to 6 months. Replacement fees will be charged to the customer if any odours remain in any fabric.

Upon collection again please leave the area clean to allow easy access to the site and remove all rubbish etc from your function. Failure to do so may incur waiting/return trip transport fees.

The customer is responsible for obtaining all necessary permits required by any council/ city etc.

HIRE OF OTHER EQUIPMENT

Delivery of goods

Transport and labour charges are an additional cost and depend on the location, site conditions, equipment required, time etc. Pricing is available on request.

Our delivery staff are instructed to stack all items in a mutually convenient place upon delivery.

Installation/layout is available. Please request this when placing your order as additional labour costs will apply.

Requests for the layout of goods on the delivery day will not be honoured.

Delivery is made to ground floor, door to door drop-off and pickup. Ground floor includes deliveries to residential houses, backyards, garages, or driveways, street front commercial buildings and loading docks. There are extra charges if the delivery point exceeds 20m of vehicles, or is other than ground level, including multiple doors, elevator, stairs, shopping centres, hills, fences, gates, bridges, etc.

Collection of goods

On pickup all goods must be neatly stacked, cleaned (excluding linen), and repacked in their containers and be ready for pickup in the same convenient place as the agreed delivery point.

The Customer will be charged additionally for items not ready for pickup on the pre-arranged date.

The payment of a cleaning fee exempts the hirer from any additional cleaning costs incurred by Having a Party? undertaking the removal of general dirt. Excessively dirty goods resulting from misuse or neglect are not waived by the payment of a cleaning fee and additional costs will be charged to the customer. If specific delivery times are required including weekends, outside standard hours, etc additional charges will apply.



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