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What you should know and what to expect with a Marquee Package

Event Services & Plant aim to provide you with first class goods and services; our work will conform to the relevant Health & Safety codes of practice, electrical and structural safety requirements. We will endeavor to keep you informed of our schedule and progress. If you have any queries or concerns, please contact your appointed manager. Here is some general information which answers the more usual questions asked.

The Site, Ground Preparation, Considerations, Flooring

Your marquee is a temporary structure; unless you have opted for a fully floated, steel frame wooden floor, the marquee will follow the contours of the ground. Even a fully floating system floor may have some degree of slope depending on the conditions. Any slope, hollows or bumps will not magically disappear under the marquee! We will consider this and advise from our experience when planning the site.

We must discuss carefully where you would like the marquee - the considerations include;

- a) open fields may be susceptible to wind;
- b) rough terrain / foul ground conditions could inhibit punctual erection times or clearance and may incur an extra charge; this may also affect the cost of any flooring.
- c) access to the area must be sufficient for our vehicles, and any gates or doors must be unlocked at the appropriate times. We have invested in mechanical handling, modular storage and delivery to be the most efficient we can be: Depending on the type and size of tent or facilities we will require adequate access and suitable terrain for the vehicles employed. If we have to 'decant' equipment to smaller units or manhandle a lot of parts to the site this will be charged for. Any likely problems will be discussed at the site visit.
- d) if it is not your land or we have to cross other person's land to access the site, you must obtain all necessary permissions and we cannot be held responsible for failure to arrange this or any damage / cost incurred;
- e) stakes will be required to locate leg plates on frame marquees, and possible 'ballast' units - we will advise the quantity and size, but must be made aware of any services [electric, water, drains, etc] within 1m of the surface. Whilst every care is taken to prevent damage, we cannot be responsible for any problems that occur if we are not *specifically notified* of such hazards.
- f) where holes or fixings are made in tarmac or patios etc. we can undertake repair / infilling as best as possible but are not responsible beyond basic works. Full restoration works if required will be at your expense.
- g) Flower beds, trees, other obstacles could cause problems with the erection or fixings. We take all reasonable care when working, but may have to tread in garden areas, etc. for access and cannot be responsible for loss or damage to such things.

Erection & clearance times, delivery schedules and cleaning.

We will give a schedule for the erection and clearance of your marquee, with the best of intentions to fulfill the time scale, but this may have to vary due to weather, workload, equipment availability, etc. We will try to keep you informed at all times. The very nature of the work and product necessitates a degree of flexibility, *but we have never let a client down or caused delay to a function; and never will.*

Some equipment may arrive on site from previous functions or our store and require cleaning; this will be done immediately prior to your event to ensure it is all fresh and ready for you. After your event the furniture etc, will be checked and a cleaning charge may be levied if additional cleaning is required.

The Structure - Aluminium Framed Tents ('Walus')

Our marquees are strong, tested and fully certified for the application. There will be wire and / or braces in some sections of the frame to give the required rigidity; these must not be removed or tampered with. (They will be shown on the plan, and subject to safety calculation, can sometimes be moved along to suit your venue). The roofs are usually held taut with a ratchet strap system or [on smaller units] shock cords. Eaves height is 2.4m from the ground. In extreme circumstances, guy ropes / corner stays/ ballast may be required; these must not be removed or altered once set.

Your event Manager has a comprehensive check list and will 'sign off' everything prior to your event, as being conforming to our high standards, safe, clean and ready for public use.

If you notice any loose components, slack straps, ropes or anything suspect with your marquee, or have any concerns, please contact us immediately.

Linings in frame tents are on a pulley system & rigid bars and installed reasonably taut. Wall linings have a weight bar at the bottom, which must be removed if you wish to open any wall. See para later - "*What you can do*". Linings

are installed as late as possible to reduce the chance of them getting dirty or soiled. The bars which weight them in place are usually not installed until the day of the event, so linings could appear slightly short (off the ground to prevent dragging and getting dirty) until the weight bars are installed. We check all our items when installed however, if we do miss any damage or dirt, please notify us to correct it.

FLOORING There are only two recommended safe options of Marquee flooring: Full technical detail on request.

- 1) Full wooden, steel framed floor - relatively expensive, but perfectly flat, no surface joins, and able to level out most undulating surfaces, but not very bumpy or uneven ground. It provides complete protection from wet under foot – approximately 100mm above ground level, thus protecting the floor from damp and allowing grass underneath to breathe. The marquee frame attaches to this floor ring beam, making it a very strong, stable and impressive structure. It can be carpeted if required (but not usually), and a Dance Floor is generally not needed as the polished spruce surface is suitable for dancing on directly. On extreme sloping terrain, a sub structure may be required. Whilst we can give an estimate for this, it is impossible to give an accurate quote, and any prices offered will be subject to variation. *Climatic and ground conditions can affect the cost of this installation.*
- 2) Interlocked board Flooring – this is made in sections locks together when laid. The sections may have colour variation and if the ground is uneven, gaps can appear between the boards. It is a cheaper alternative to the flooring system (1), compromised in price, quality and neatness. Not suitable for some terrain.

“Cocomatting”: a synthetic matting, laid directly over the ground. A budget option to cover grass etc. It is ‘nailed’ into place using small stakes on the edges, but invariably under use, the edges lift and can become more of a hazard than benefit. We do not recommend this surface unless absolutely necessary. It is also most unsuitable for high heeled shoes! In an emergency, it is useful for walkways or areas of heavy use where the ground may be wet underfoot.

We have tried many other types of floor, but with current regulations and regards for safety (of you and your guests), the above options are the only ones we offer. Carpet cannot be laid direct on grass as invariably it moves and ‘curls up’. Bare boards do not hold together; cheaper flooring systems merely prove the adage “you get what you pay for”.

IMPORTANT If you only glance over the rest of this document, PLEASE READ THIS SECTION.

Foul weather precautions and dangers

We take every precaution against the weather and monitor circumstances constantly, but inevitably there will be times we can do no more. The tents are strong, and will be suitably anchored, protected as best as possible, *but they are tents, and as such temporary structures.*

- 1) **Do not** leave doors or walls exposed to the wind /windward side open at any time.
- 2) Gutters, when fitted take the *majority* of rain water, but are only ducts. There may be minor leaks, overflows (in extreme circumstances) or surface water we can do nothing about. Any guttering to existing structure (such as joining to a house or sun lounge) will never be guaranteed watertight unless we can install proper fixings to the house, if possible and with your permission. This may involve structural intrusion.
- 3) Bracing, guy ropes, ballast, stakes, etc. must not be removed under any circumstances.
- 4) Noise; as a temporary structure, the pvc will flap and the fixings will rattle, this is normal and not to be a source of concern. Our tents are amongst the most rigid available and the pvc covers and walls the heaviest weight material possible. *If you are in any doubt about the safety of the tent or any facilities, contact us immediately, and if so concerned, vacate the tent and area until we declare it safe.*
- 5) *In very extreme circumstances, Event Services reserve the right to refuse use or access to the marquee / facilities, without liability for loss or inconvenience. This is exceptionally rare and we would consult with you at all times and with due regard to the circumstances, but our Insurance has caveats and Public Safety is paramount.*

Things NOT TO DO with the Marquee and precautions to observe

- 1) Do not attach posters, stickers or decorations to the marquee walls or roof with sticky tape, velco ‘buttons’ etc. You will be charged for removal, cleaning any residual glue or marks left or damage incurred thereby. (Such items detriment the fire-retardant coating of the pvc and can incur expensive re-coating).
- 2) Under no circumstances should you remove any of the bars, stakes, stabilising rigging, etc. without reference to and permission from us. Inexperienced and unauthorized actions like this could make the tent unsafe.
- 3) Do not have naked flame, including candles, BBQs, catering or steam (urns) in the tent. This is not only dangerous but illegal. If you do have urns in the kitchen area, ensure they are clear of any electrical leads and junctions (water spill) and the steam can vent from the tent. Steam/fat/spills can also damage the fire-retardancy of the material, and re-coating may be chargeable. Cleaning or damage from catering facilities is chargeable.
- 4) Check with the us or Fire Brigade what decorations you can have - hay bales, crepe / paper, thin ply or board are all banned, other items are permissible with certain precautions. Gsy Fire and Rescue Services offer a comprehensive Guidance Code (free on line).
- 5) Vehicles, generators, or other ignition based motors must not be driven, operated or placed either in the tent or within 3m - again this is dangerous and illegal. Gas bottles must be securely caged, at least 3m from the tent.

- 6) Remember, the tent can flap in the wind - consider this when placing stands, floral displays, tables etc. near the walls or doors of the tent to stop them being whipped over.
- 7) Avoid spills onto the tent and lining materials or furniture etc. - red wine or food may stain it beyond cleaning. You are charged for any cleaning and may be charged for losses where cleaning or repair is not possible. This is not an insured peril.
- 8) All furniture, etc. is supplied cleaned and ready for use: You [or the caterers if so arranged] must ensure it is cleaned after use or a charge will be made.
- 9) Under no circumstances should you cut grass inside once the marquee is fully erected and lined.

What you can do for yourself?

Your plan will show which walls can be opened, conditions permitting, and this is easily done; we will explain how once the structure is complete. Very often the caterers (who are experienced with our tents and facilities) will assist. Your schedule will recommend when to cut grass and what preparations to do prior to the erection.

Special considerations / structures / Site variations

When we are required to erect structures on Patios, or areas with uneven height floors, over steps, etc. you should be aware that although flexible, the tent is not made for this application; walls may not fit properly, legs could be off square, additional or odd bracing may be required which will inhibit access or not look appropriate, but will be necessary. In certain circumstances, we may require drilling bolt fixings for the feet (permission being sought first) and we must reserve the right not to erect if adequate, safe fixings cannot be achieved.

You are recommended to have any patio, steps or such areas cleaned prior to the structure arriving.

Lighting, Electrical considerations & Generators

On-Site electric is **not** like domestic power supplies. It cannot be emphasised enough that we will need to know **exact requirements**, and will stipulate Safety considerations you must have. We will advise you on the electrical requirements at the planning / quotation stage. A layout will be given and any alterations should be checked with us prior to use. Technician call out is chargeable in the case of mis-information, additional loads not declared or problems with third party equipment.

In no circumstances should you attempt any electrical alterations, repairs or installation yourself.

Adequate lighting will be specified, and we pay particular attention to safety lighting at approaches, over steps, doorways etc. Generally, a comprehensive (but simple) board will be installed, with the main lights on a dimmer if required, and external lights on switches, all labeled and suitably protected (both physically and electrically). You or the caterers can then control what lights are on or off at any time. Stage lighting if supplied frequently utilizes expensive lamps and these have a distinctive trait if broken in use rather than simple lamp failure. Bulbs can be chargeable if broken.

All lamps are checked and left in good working order; we accept that bulbs may blow and will do our best to replace as soon as possible. Broken lamps or fittings are chargeable damage, howsoever caused.

Generators are supplied with relevant safety and operating instructions, which must be adhered to. Unless instructed to the contrary, we are usually responsible for fueling, checking and operating the generators. All our generators have either a Fire Point adjacent or come with internally installed Fire suppression units.

Fire Precautions / Legal requirements / Health and Safety

This company has a clear Health & Safety Statement, Risk Assessment and Method Statement guidelines and rules, and the staff will not attempt any job which in their consideration could be dangerous or risk their safety or that of others. The Site Manager has the full backing of the Company to decline any activity they consider unsafe, or withdraw facilities until further discussions or reference to higher authority is made. Any concessions or assurances given by the client relevant to safety on site must be witnessed or made in writing, but the Site Manager and or Managing Directors decision over safety matter is final.

Event Services & Plant staff are employed to follow their Managers orders; whilst we try to be helpful, they are not casual labourers to do any work outside of their orders and our contractual obligations. Particularly (for example) they would not be insured to assist with your domestic furniture moving, or gardening work needed in the tent vicinity (i.e. lopping branches that intrude into the tent area), or moving garden ornaments. They will decline instructions from you if they feel it is outside of their brief for the job. Please refer to the Manager if in doubt or you have other 'jobs'.

The Law requires us to declare any Tent or structure to the Fire Brigade, for their inspection and approval.

We work closely with the Authorities and ensure all legal requirements are met. A Fire Officer may come on to your property at any time and ask to inspect the temporary structure. If there is any query, contact us.

Emergency Lighting, maintained Emergency Exit signs, and Fire Points (extinguishers and signs) are installed as standard within the lighting/electrical package.

All materials used in our tents are fully type approved and the appropriate certificates are lodged with the authorities.

If you are to operate amplification, 'disco' or live music, you will need the permission of the Environment Department, under the Noise Abatement Ordinance of 1962; you are obligated to contact them for such a license.

It is advisable to notify your neighbors of the event, and the likelihood of noise - particularly if going on late at night. In the event of a formal complaint being made, The Police usually understand and request the volume be turned down. Only in extreme cases of complaint or very late do they insist on reduction or cessation.

Toilets – we endeavor to provide clean and presentable toilets for your event. So please note the following;

The mobile toilets rarely give problems of their own volition. The most common causes of complaint are -

- 1) Blockages due to foreign objects. Like any W.C. they do not accept cans, plastic beakers, towels, soiled nappies or any large objects being put in the pan or attempting to be flushed away. There are signs warning of this, and disposal bins provided for such items. A service call would be charged for blockage / problems caused by failure to observe these warnings
- 2) The re-circulating units require a mains electricity supply to operate the pump and lights. If that power supply is turned off the toilets will not flush. In the event of blockage, firstly check the power is still on, and there are no foreign items in the toilet. Once re-powered, the average blockage should clear with a couple of flushes.
- 3) An average supply of consumables is provided. Unless Event Services is contracted and responsible for the toilet cleaning and maintenance during the event, you are responsible to change toilet rolls, towels, etc. as required.

A surcharge will be made if the toilets are returned soiled or unreasonably dirty through mis-use.

Financial considerations, extras, insurance or damages.

All tents and marquees we supply are fully insured, and included in the charge is an insurance covering:

- 1) Public liability to you and you guests, your property etc. up to £5 million;
- 2) Insurance of the marquee against weather, accidental damage and general risks, up to the value of the structure. However, a policy excess of £1,500 (or as advised in writing) will be applied to each and every claim - you are responsible for the first one thousand five hundred pounds of any accidental damage howsoever incurred. You may be liable for all costs, along with any consequential losses incurred if negligence or deliberate damage is proven against you or your guests. The insurance does not cover cleaning or negligent damage / soiling under any circumstances.

Basic tent cost / price basis. Ordering of furniture, accessories, extras you may be charged for.

All quotations or Budget Costings are given in writing and are based on the requirements given by you, and any discussions we have. This details what you will be obtaining for the charges rendered. Extras requested and variations will incur costs. Please read your quotation / Budget Costing carefully and ensure you have ordered what you want; the marquee size is correct; the capacities and quantities are correct etc. The notes previous - particularly about access, times etc. are pertinent to any additional charges.

Once you have the preliminary budget or quotation, **YOU DO NOT NEED TO CONTACT US FOR MINOR CHANGES** (such as a few more chairs) until nearer the time once all requirements are known. The full specification of items required (furniture, catering tables, power etc.) **MUST** be given at least 7 days prior to the event. After this time additional items requested may have extra delivery charges rendered. Last minute orders for extras may also have a call-out charge. We usually supply a couple of spare chairs, a table etc. in case of mis-count or damage, but it is advisable to order extra and have spare rather than have to order one more chair or table at the last minute - in which case the delivery charge would be far dearer than the nominal hire cost!

A schedule of all furniture and equipment on site is supplied - please ensure all items are left on site for return.

We try to be fair and reasonable and advise as best we can over quantities, layout plans etc. but rely on your advance planning and common sense to achieve a smooth, efficient event.

Please also be very aware that a marquee function is like a theatrical show; the set up (rehearsal) scene will appear chaotic and could even seem disconcerting, but rest assured when the marquee is 'dressed' and all cleaned immediately prior to the event it always looks the part come showtime!