



## FAQS

### HOW DOES THIS WORK?

All of our themes are designed to be hassle free! On the day of your event, we deliver, set up and style your celebration. We will return the next day to pack up all of the Middle Georgia Glampovers supplies. It is the host's responsibility to facilitate and supervise the party. An adult 18 years or older must be present for set up and take down.

### WHAT IS INCLUDED IN THE PRICE?

We do all the work for you! We will deliver, set up/style, tear down, pick up, and launder/disinfect all items for future use. We include the tent, all linens, and themed decor. Each theme varies slightly regarding actual styling decor and is subject to availability.

### WHICH PAYMENT METHODS DO YOU ACCEPT?

We accept cash and check payments for the final total. If paying with a check, payment must be made 7 days prior to the event date.

Deposits can be made using Venmo, cash, or check.

### HOW DO I BOOK?

Send us a message through our facebook page or email us at [middleglaglampovers@gmail.com](mailto:middleglaglampovers@gmail.com). We will then contact you to discuss and book your event. After customizing your perfect party, will email you a copy of our Terms and Conditions. Your event is not booked until we receive your

deposit payment. We require a \$50 deposit at the time of booking. Final payment is expected no later than 7 days prior to your event date.

#### HOW MUCH SPACE DO I NEED FOR A TENT EVENT? WHAT DO I NEED TO DO TO PREPARE MY SPACE BEFORE YOUR ARRIVAL?

Each tent set up has a twin mattress. We need a large clear area to set up that is free of furniture prior to our arrival. The tents can be arranged in a variety of configurations to fit into your space. If you have any concerns about your space, we can call you to discuss and look at pictures of your space to assess. Good set up areas are usually a living area or basement cleared of furniture.

#### HOW DO YOU LAUNDER AND SANITIZE YOUR PRODUCTS?

We take cleaning very seriously at Middle Georgia Glampovers. After each event, all linens and blankets are washed and run through a rinse cycle with laundry disinfectant. Items not suitable for washing machines like tents, styling items, etc are cleaned thoroughly with disinfectant spray or steam clean/dry cleaned in a dryer on a sanitize setting. Other items like lanterns, etc are wiped down with disinfectant wipes. When not in use, the items are stored in plastic containers until the next rental.

#### CAN I HOST A PARTY OUTSIDE?

No, our tents are not for outdoor use. Please do not take any element from your tent setup outdoors

#### HOW MUCH TIME IS NEEDED FOR SET UP AND WHEN DOES THAT TAKE PLACE?

Set up can take anywhere from 45 mins to 2 hours depending on your number of tents for your event. We try to work quickly! Typically set up is done during daytime hours so everything is ready well before your event start time.

#### WHAT AREAS DO YOU SERVICE AND ARE THERE ANY TRAVEL FEES?

We service all of the middle Georgia area. We are willing to go further but may require an additional mileage fee. Please contact us if you have questions regarding your area.

#### WHAT IS YOUR CANCELLATION POLICY?

We ask that you cancel or reschedule as soon as possible if a conflict arises. If you cancel less than 7 days prior to your event, your deposit will be forfeited. Clients MUST email [middlegaglampovers@gmail.com](mailto:middlegaglampovers@gmail.com) at least 7 days PRIOR to the scheduled event to reschedule for a future date to avoid forfeiting your deposit. We will try to accommodate your new event date, but themes and dates are subject to availability. If you have any questions about our policy, please contact us before booking to clarify any questions you may have. Thank you for understanding.