



mcnaughtonmarquees@gmail.com

01502 538192

Farend, Pyebush Lane, Acle, Norfolk, NR13 3QZ

Information, terms & conditions about your booking

Your Booking with McNaughton Marquees

Congratulations on booking your marquee with us. We aim to offer you a professional and friendly service from the moment you first contact us to the time when we take your marquee away. Should you have any questions or need to talk to us at any time please contact us via e-mail or phone.

We realise that hiring a marquee is something most people do only infrequently, so we have detailed below everything you should need to know about hiring a marquee from McNaughton Marquees.

1. Booking Your Marquee Your 20% deposit is non-returnable upon cancellation of the booking. If you have booked more than a year in advance and have paid the initial 10% deposit, a further 10% is payable by end of Feb in the year of the event. We will contact you beforehand to remind you of this (also a good time to review the booking). Failure to pay this additional 10% will result in the cancellation of the booking and forfeit of the 10% deposit already paid.

2. Additions to your booking If for any reason you need to increase items on your order then please contact us ASAP to arrange. Any increases to the order are always subject to availability.

3. Reductions to your booking If for any reason you need to reduce the items on your order then please contact us ASAP to arrange. Any decreases to the order are always subject to the following conditions:-

i) Marquee – although we will try where possible to offer a smaller size if needed, we cannot guarantee to be able to offer this due to availability of smaller sizes.

ii) Chairs & Tables and other hired in items* - McNaughton Marquees will normally cross hire these items in for you and our suppliers may impose conditions on cancellation therefore we may have to pass on a cancellation fee of up to £100. For minor adjustments for numbers on chairs/tables, see 'All Other items' below. *Some additional items may also be hired in and be subject to the same conditions – these will be advised at time of booking/

iii) Marquee Heater – Once a marquee heater is booked it cannot be cancelled without incurring a cancellation fee of £100.

iv) All Other Items - We will allow minor reductions in equipment providing the total reduction in items cancelled do not exceed 10% of the original order total when first booked. Party On reserve the right to make a proportionate charge if larger than 10% reductions are made.

4. Cancellation of your booking. Although we hope you don't have to cancel your booking, there may be reasons why you have to cancel. Cancellation within 7 days of the event will incur the full charge, cancellations more than 7 days in advance the 20% deposit will be forfeited.

5. Suitability of your proposed site A site visit is not usually required where you are confident that the area is large enough, the ground is grass and reasonably flat and access is good. If you have any concerns about any of these points then please contact us to discuss and to arrange a site visit if required. It is your responsibility to ensure the site meets the requirements below:-

i) Access. We must be able to get access for a large van (minimum width 6ft 6") to within 10 metres of the proposed site. An additional charge may be added if this is not possible. We may ask for this on the day of set up if you have not disclosed correctly on your booking form. Note that access is required on the set up day and breakdown day. If you have any doubts about the access please discuss this with Party On prior to the set up day.

ii) Ground Type. The ground must be on grass or ground capable of taking pegs & stakes. Due to the problems of securing the marquee, we do not erect our marquees on hard standing. Ground which can become boggy or waterlogged under heavy rain can also be a problem. We cannot be responsible for water that has either run down into the marquee from pooling outside or seeped up through the ground.

Also allow for overhanging trees (remember trees may grow significantly between the time you book and the event date). You will be responsible for clearing any branches that inhibit the erection of the marquee.

If you have any concerns about the ground please contact us prior to booking

iii) Ground condition.

Slightly undulating or sloping ground is not generally a major problem as far as erecting the marquee is concerned., however this may have consequences regarding the practicality for tables, chairs, dance floor etc. For the best results keep the grass as short as possible, fill in any noticeable dips & holes and flatten out any bumps where practical. If you have any concerns about the ground please contact us prior to booking.

iv) Size of area.

Please ensure the size of the proposed site is big enough for the marquee! We generally need around 2m (6ft) of space around the edge of the marquee for guy ropes etc

v) Overhead Obstacles

Electrical or telephone cables above the marquee must be over 7m from the ground. Please also ensure that there are no overhanging trees or other obstacles (we need around 2m of height at the eaves rising to around 7m at the highest point). It is sometimes possible to incorporate small obstacles (shrubs/small trees etc) inside the marquee if required. Please mention these to prior to booking.

vi) Underground Obstacles.

Any underground services (gas, water, underground heating, electrical cables etc) shallower than 1m must be marked on site and confirmed in writing to us on arrival. Any damage resulting from us hitting underground services not pointed out are the responsibility of the hirer. If needed we can arrange for a CAT underground scan of the site at additional cost.

vii) Open Site

We are normally happy to erect the marquee on public property or property with open access to the public subject to being informed beforehand so we can assess any risk to our property.

6. Set Up day At time of booking we will confirm the set up day, if at anytime this is not convenient please contact us ASAP. Approximately 2 weeks prior to your event we will contact you to arrange a mutually convenient time to set up your marquee. If on the day we are running early or late by more than 30 minutes we will endeavour to call to keep you informed. It is essential to have someone present when we arrive to show us exactly where to place the marquee and advise on proposed entrances etc. If we only receive written/verbal instructions as to the exact location then we will do our best to meet your requirements but cannot be held responsible if the marquee is not positioned to your satisfaction. Once the site has been agreed we are unable to change part way through the erection process. Please note – Some items such as some chairs and tables are hired in and may not be delivered by the time we leave the site, in this instance you will be advised when they will be delivered.

Tea and coffee are always welcome throughout the day

7. Payment Full payment is required on the set up day. We normally complete the job first to your satisfaction before payment is made. Payment can be either a cheque or cash. BACS transfer is also possible, please inform us if you wish to do this so we can give you our bank details and check payment has gone through ok. If you do not pay on the set up day, we reserve the right to add a late payment charge to your bill of £10 per day or to remove the marquee. For corporate customers we are happy to invoice providing this has been previously agreed with Party On

8. Breakdown Day Breakdown days will normally be either a Monday or Tuesday and you will be advised on the set up day which day we are to take down the marquee. If you require a particular breakdown day then please advise at time of booking. It is not normally required for you to be present when we come to take the marquee away, but please ensure we have access to the site and all our equipment supplied is stored within the marquee.

Please ensure that the marquee is cleared of all other equipment prior to our arrival. Our policy is to always leave the site as we found it taking with us anything we have brought. We do not however take away anything that is not ours – so any decorations/rubbish etc will be left.

9. Damage to Our Equipment Our prices allow for wear and tear of our equipment so feel free to enjoy the marquee for normal use. We also expect to clean the flooring and marquee from party debris and spills etc. Any damage caused by the weather is covered by us. Any other damage or loss of equipment we reserve the right to bill you for the replacement cost of the damaged items.

Security of equipment supplied is your responsibility, you may want to look into obtaining wedding insurance to cover theft or other liabilities. If you have any concerns about this area please talk to us prior to the event.



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Your Traditional Marquee Your Traditional marquee is made from white PVC or Canvas – this will be specified on your booking confirmation. For the 30ft & 40ft wide canvas marquees, the centre poles will be every 15ft. For all 40ft wide PVC marquees centre poles will be every 20ft. The marquee will have either solid white walling or blue and white striped walling as specified on your booking confirmation. Additionally you will have either some 'Georgian' style or 'panoramic(plain) window panels. Wall panels can be removed if a more open feel is required. All materials used within the marquee conform to fire regulations, and as such we are happy to allow small candles on tables within the marquee. Larger candles or free standing naked flames, BBQ's, Hog roasts etc should not be placed within the marquee. Under no circumstances should the marquee be left unattended with candles alight or heating or electrical appliances left on. It is entirely up to you whether to allow smoking within the marquee, however please do not stub cigarettes out on the matting.

In extremely windy conditions or certain other weather conditions (e.g. thunderstorms) it can be dangerous for us to erect the marquee on the proposed day/time. In this instance we will try our best to erect the marquee sometime before your event but this cannot be guaranteed (we have yet to fail to get a marquee up in time).

Matting The matting supplied is specialist marquee matting called DandyDura – a woven polypropylene in a Corn colour. This is similar in look and feel to Coir (coconut) matting but more flexible and durable and gives a better finish when laid. It comes in 2m strips – and will be pegged down (and taped where necessary) to give a smart, flat finish to minimise trip hazards.

The matting however will follow the contours of the ground – so if you have uneven ground be aware the matting will also be uneven. It is suggested that a day to 2 before we arrive you fill in any major divots and holes with earth and flatten out any obvious bumps.

The matting is always cleaned prior to each use, however we expect you to 'use' the matting so do not worry about it getting muddy or any food or drink spillages. We would ask however that cigarettes are not stubbed out on the matting as the cigarette will leave a burn mark.

Uplighters White uplighters are placed every 4 – 5m around the edge of the marquee behind the wall linings.

Chandeliers and Wall Lights Chandeliers are suspended from the roof section and the wall lights are attached to the wooden poles around the edge of the marquee. They are brass in colour.

Electrics All electrical items supplied by us will be connected into a 16a distribution box (where each socket has a separate trip switch). A 50m outdoor rated cable is then attached to the distribution box for you to connect to a suitable mains supply or generator (using either a 16a round plug or a standard 13amp plug). Should you need to run further electrical items not supplied by us from our cables then please ask the our staff during the set up. No responsibility can be taken by McNaughton Marquees for any of these additional electrical items.

Tables & Chairs The tables and chairs will be stacked into the marquee. We do not set out the tables and chairs in the required seating plan.

A 5ft round table seats between 8 and 10 people and with chairs requires a space approx 3m x 3m (10ft x 10ft).

A 6ft x 2ft 6" trestle table seats 3 down each side (and if pushed 1 on each end). For a 'top table', 3 trestle tables will seat approx 9 people down one side (with an additional 1 on each end if required)

Trestle tables are also often used for buffet tables, bar counters etc.

If you have hired banquet chairs, these will be arriving separately to the marquee and you will be advised accordingly.

Heating Generally in the summer months (June/July/August) you will not require heating. However we cannot guarantee the weather! So in Spring and Autumn months and even in summer months if you want to guarantee a warm marquee you will need heating. The marquee heater we supply will be situated outside the marquee, with a large duct carrying the warm air into the marquee. The temperature is thermostatically controlled from a panel placed inside the marquee. The heater runs on diesel fuel and enough is supplied to run for 12 hours continuously. The heater also requires an electrical supply to run

Dance Floor The dance floor is made from hard wood parquet and has an aluminium edging. The ground does not have to be perfectly flat but it is advisable to avoid any obvious bumps or holes – these are best flattened/filled in before we arrive.

Linings Linings when ordered will be placed around the walls of the marquee where there are no windows and in the roof section. Note this Does give restricted head room at the edges of the marquee.

Stages If you are planning a stage in the marquee note that the edge of the marquee is approx 6ft 6" at eave height and so a raised stage will give restricted headroom if placed near to the edge of the marquee. If linings are installed this will further restrict headroom near the edge of the marquee for the stage. Please discuss stage placement with McNaughtons marquees at time of booking to ensure that the proposed layout is practical.

Toilet Units Toilet units are provided by a 3rd party supplier and the contract is with directly with them so in the first instance please contact them regarding any questions you may have

Safety of the marquee Removal or tampering with the stakes, ratchet straps or ropes will put the integrity of the structure at risk and may invalidate our Public Liability insurance making you responsible for any damage/injury caused, so please do not tamper with them. If you do need any removed then please discuss this with McNaughton Marquees first.

Decorating the marquee You are free to decorate the marquee as you wish but it is at your own risk. We reserve the right to bill you for any damage caused by your decorations, and McNaughton Marquees will not be responsible for any injury resulting from your decorations. So please avoid anything heavy being suspended in the marquee for your safety and please avoid any decorations that can leak dye (usually paper based bunting or confetti) as these can permanently stain marquees panels if they come into contact with them.