

CUSTOMER INSTRUCTIONS FOR STORM PREPARATION WHEN A TENT HAS BEEN INSTALLED AS PART OF A RENTAL RESERVATION

WHY DO WE REQUIRE CUSTOMERS TO ASSIST WITH STORM PREP?

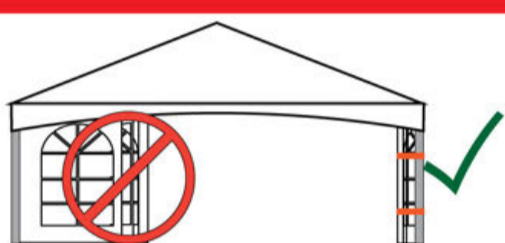
WHEN THE CREW COMPLETES AN INSTALLATION, PRECAUTIONS ARE TAKEN TO ENSURE THAT THE EQUIPMENT IS PROPERLY SECURED BEFORE THEY DEPART.

BECAUSE EQUIPMENT INSTALLED IN MULTIPLE LOCATIONS, MADE IN THE SHADE CANNOT TRAVEL TO ALL LOCATIONS LEADING UP TO A STORM. STORMS WITH WIND, RAIN, OR BOTH CAN SHIFT TENTING, LOOSENING STRAPS, WALLS, ETC. THAT INITIALLY HAD BEEN SECURELY FASTENED.

A QUICK CHECK OF THE TENTING EQUIPMENT CAN MAKE A DIFFERENCE IN HOW THAT EQUIPMENT WILL REACT AND ACT IN A STORM.

HOW TO HELP PREPARE

CHECK ALL SIDE WALLS



If your equipment has sidewall installed on sliders on 2 or more sides, we suggest pulling all walls to the legs, securing the wall to the leg. This will prevent flapping.

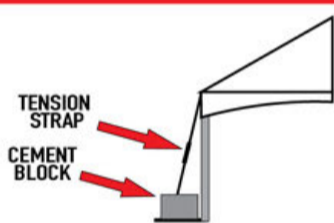


If your equipment has sidewall installed WITHOUT sliders, please check that all bungees are in place. you can reinforce the wall with zipties. This will prevent flapping.

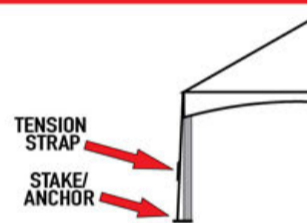
DO NOT PUNCTURE WALLS FOR ANY REASON

WE STRONGLY SUGGEST REMOVING AT LEAST TWO WALL PANELS ON TENTING THAT IS 20X20, OR SMALLER, WITH 3 FIXED WALLS AND ONE SIDE OPEN

CHECKING STRAPS, WEIGHTS, ANCHORS & STAKES

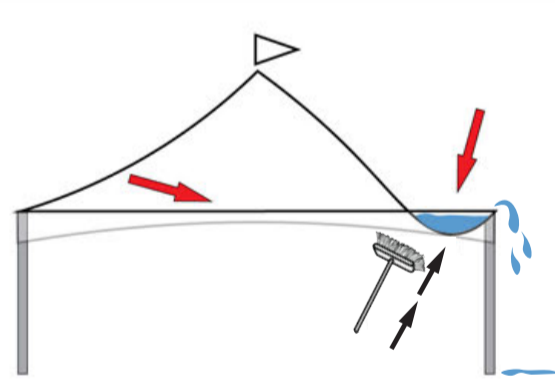


Perform an exterior inspection. Tighten any/all loose ratchet straps & tension ropes connected to cement block weights.



Perform an exterior inspection. Tighten any/all loose ratchet straps & tension ropes connected to drop-in anchors or stakes. **CONFIRM GROUND STAKES ARE FIRMLY IN GROUND** IF STAKES FEEL LOOSE PLEASE COMPLETE THE SERVICE REQUEST FROM AND INCLUDE A PHOTO

10x, 15x & 20x FESTIVAL TENTS



ISSUE:

Pooling WILL occur on the festival style tenting if water buildup is not released during periods of continuous rainfall.

SOLUTION:

Mitigate/manage pooling on the festival style tenting is to periodically push the water over the top of the tent using a shop broom making.

SHARP POLES OR TOOLS WILL PUNCTURE THE VINYL TOP

ONCE THE WATER HAS BEEN PUSHED OUT FROM WHERE IT POOLED, TIGHTEN ALL RATCHET STRAPS PULLING THE TOP TAUGHT

WARNING

STRUCTURAL INTEGRITY WILL BE COMPROMISED BY ADDITIONAL WEIGHT CAUSED BY WATER BUILDUP FROM HEAVY RAINFALL. WATER MANAGEMENT BY THE RENTER IS NOT AN OPTION.

REPORTING

REPORT SITUATIONS BY CONTACTING MADE IN THE SHADE AT 916-371-8500 **COMPLETE A SERVICE REQUEST TO REPORT ISSUES IN REAL TIME. PHOTOS ARE REQUIRED AND CAN BE UPLOADED DIRECTLY INTO THE FORM.**

MADE IN THE SHADE CREWS WILL BE DISPATCHED BASED ON SEVERITY. SERVICE CALL TICKETS SHOULD INCLUDE AS MUCH INFORMATION AVAILABLE, INCLUDING PHOTOS.

THIS WILL ALLOW OUR TEAMS TO ASSESS AND REACT AS QUICKLY AS POSSIBLE.

IF FOR ANY REASON, WHILE PREPARING FOR THE STORM, YOU ARE CONCERNED OR REQUIRE ASSISTANCE, PLEASE CONTACT MADE IN THE SHADE BY PHONE AT 916-371-8500