

## Frequently Asked Questions

**What areas do you serve?** We serve San Diego county with free delivery and setup within a 20-mile radius from our business in Mission Valley.

**How much space do I need for the tent?** Tents require at least 16x16ft of grass/dirt space...they also need an additional 3ft around the base for support ropes. A total of Twenty-four (24) feet of stakeable ground is required for tent set up.

**Can you pitch on artificial grass or concrete?** Our tents function by staking into the ground...if the area surrounding the artificial grass has a puncturable surface (grass or dirt), yes. Before you book we would need to talk and make sure your surface space is workable.

**When do you set up/tear down?** We always will be in contact, call you for details, and set a time with you the day before for delivery, set-up, and takedown. Depending on various factors, we set up and take down between 10am - 3pm. We will also send you a text the day of your booking and takedown with an ETA.

**Do you set up at campgrounds?** This is a backyard glamping experience (however inner-city camping sites such as Lake Jennings, Campland by the Bay, or KOA's will be considered if the site allows). Please check with your campground.

**How much does delivery cost?** Delivery & setup are included for free within 20 miles of our Mission Valley Location. Outside of this area, it is an additional \$3.00 per mile. Contact us and let's talk about your location and your event.

**What if I have to cancel my reservation?** You can receive a full refund if you contact us to cancel 14 days prior to your reservation date. After 14 days of your booking date, the full amount paid can be applied to a reschedule for a different date (for full credit we must be notified at least 7 days prior to your booking date). No refund for cancellations of less than 5 days (50% deposit will be forfeited). Rescheduling must be within 6 months of the original date for credit. We want to make this work for you and will do our best!

**Do you offer discounts for multiple nights?** Tents can be kept for an additional night (for \$150 for each additional night/up to two nights based on tent availability). Add-ons are included at no additional cost for those nights.

**What if severe weather is expected?** The canvas tent is 100% rainproof. If light rain is expected, we will set up as normal. If severe rain or weather is expected, we will reschedule the day of your booking. Reschedule dates are based on availability and must be within 6 months of the original date. We ask that you be flexible about set up times if rain is expected as we cannot set up while it is raining (we need to wait for a break from the rain).

