



www.mein-zelt-steht-schon.de

mein-zelt-steht-schon  
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## Reservation & Check-in Tent rental and sleeping place rental

Please carefully read the following check marks as well as our General Terms and Conditions – and soon you can move into your ready set-up festival tent!

### **This is how it works:**

1. On our web site you have found the equipment that you need for a festival providing our service.
2. Reservation is generally made via our shop system or, in case the shop is temporarily offline, via e-mail. If you can't order online or you don't have an e-mail address, make your reservation by telephone or by mail.  
**If you don't understand our german online shop properly, please write us an e-mail to get help!**
3. Please send us the following information required when making the reservation:
  - name and post address
  - e-mail address
  - desired rental period and name of the festival
  - date of your arrival and departure
  - desired camping material and amount
4. We will send you a confirmation of your reservation as well as the invoice for payment via e-mail or, if required, by mail.
5. Transfer the invoiced amount incl. deposit to our bank account. Don't forget to quote the invoice number. Payment date is within 7 days after receipt of the invoice for payment and no later than 3 days before the rental period starts. We do only set up tents that have been paid in advance!
6. Upon receipt of the payment, we will send you a confirmation via e-mail or mail.
7. Upon arrival at the festival camping area, come to our info tent. Look for a flag with our logo. You can contact us by calling our mobile hotline, the number and other festival information are stated on the payment confirmation. Our info tent is open from 8 to 22 o'clock; outside of these hours you call us on our mobile phone.
8. Your tent is already set up and ready for you to move in, so you can enjoy the festival straightaway.
9. Before you leave, come to us again in person. This is the only way for returning the rented tent(s). If you return the rented equipment in good condition, we will transfer the deposit to your account no later than 10 days after the festival.
10. Further information on discounts, cancellation and liability provisions can be found in our General Terms and Conditions.