

FREQUENTLY ASKED QUESTIONS

- How do I book?

Choose your date, party and theme, complete the online booking form, or email us to confirm availability at teepeeparty@addmagicevents.co.uk. Once that is confirmed, we will send you a customized quote and confirm all the details.

- What areas do you cover?

We are based in Henlow. We cover Bedfordshire, Hertfordshire, Cambridgeshire, and surrounding areas and offer free delivery within a 10-mile radius from Henlow, SG16. An extra £10 would be charged every 1-5 miles return.

- What is included?

Hire-tested indoor Teepee tents, single foam mattresses, pillows, duvets, bed linen, breakfast trays, decorative string lights, cushions, and lanterns with LED candles. Other decorative items are included but vary from theme to theme.

Package includes delivery, set-up, styling, tear-down, and collection.

- Can you create a custom theme?

We have a choice of themes for your parties; however, if there is something, please get in touch with us to discuss. We ask for approximately four weeks' notice, and there will be an extra charge.

- Can I mix and match themes?

Drop us a message using the booking form or email us to confirm availability, and let us know:

The themes you like.

How many teepees of each theme required.

The postcode where the party is being held.

We will confirm availability for you to proceed with the booking.

- Are the teepees suitable for outside use?

No, our teepees are for indoor use only and must not be taken outside.

The logo for 'Add Magic Teepee Parties' features the word 'Add' in a gold, sans-serif font with a stylized teepee icon above the 'd'. Below 'Add' is the word 'Magic' in a large, bold, black serif font. Underneath 'Magic' is the text 'TEEPEE PARTIES' in a smaller, black, all-caps sans-serif font.

Add Magic

TEEPEE PARTIES

- Payment

To secure a booking, we require a £50 NON-REFUNDABLE BOOKING DEPOSIT which is credited to the total rental charge., the remaining balance is due 2 weeks before the event date.

Personalised items must be paid at the time of order.

- Cancellation Policy

We require notice of cancellation no later than 72 hours before your hire, and 100% of the fee is payable. If cancellation is over 20 days, we will be happy to rearrange another suitable date.

- Allergies

Our teepees are stored in a pet and smoke-free environment; we use only non-bio, hypoallergenic detergents. Please advise at the time of booking of any relevant allergies. We are always happy to accommodate as best we can.

- Space Required

The measurements are teepee and bed, 90cm wide by 160cm long. As a general rule, if an adult lies down in the space, it will fit. All mattresses are single adult size.

- Set up/Breakdown

Our set-up times are either mid-morning or mid-afternoon, depending on the numbers booked for the party. Set up takes between 1 – 2 hours. The collection is after 11:00 a.m. the following day. Should you have any specific requests or requirements, please ask.

We kindly ask that the space be clean and clear for our arrival to ensure a quick and efficient set-up. We also ask that children are not present during this time for their own safety.

- Breakages

A Security Bond of £100 is required to ensure that the rented items and equipment are returned timely and in good condition. This £100 Security Bond will be fully/partially refunded after collection, depending on damages/losses, if there are any, to the rental items and equipment.

- Insurance

We are a fully insured company; we have £10 million in Public Liability insurance, Products Liability £10 million, and Employers Liability £10 million.