



The Canopy Club

Safety Considerations & Customer Responsibilities

At The Canopy Club, safety is our top priority. To ensure our structures can be installed and operated safely, we ask all customers to carefully review the following requirements and responsibilities before booking. By confirming your booking, you acknowledge and accept these conditions.

1. Site Requirements

Stretch Tent (10.5m x 15m)

- Minimum clear space required: **14m x 18m**.
- Ground type: **Grass or gravel only**.
- Installation method: Secured with **1m deep anchor stakes**.

Dome (8.3m x 8.3m base, 4.95m height)

- Minimum clear space required: **10m x 10m**.
- Height clearance required: **6–6.5m** (for indoor installation).
- Ground type: Suitable for **grass, gravel, or hard surfaces**.
 - **Grass/Gravel:** Secured with 1m deep anchor stakes.
 - **Hard Surface:** Secured using **water ballast tanks** (approx. 152kg / 152 litres per anchor point, 4 points in total). Access to a water supply is required.

2. Underground Services & Installation Risks

- For any installation requiring ground stakes, **the customer is responsible for confirming that no underground services (pipes, cables, drains, etc.) will be compromised**.
- The Canopy Club can provide a **cable detection survey** on request, but final responsibility remains with the customer.
- The customer must **sign a waiver** granting permission for anchor installation and releasing The Canopy Club from liability for any damage to underground services.

3. Access & Site Conditions

- Adequate access for vehicles, delivery, and installation teams must be provided.

- The ground/site must be clear, level, and safe for installation.
- If water ballast is required, the customer must ensure a suitable water supply is available.

4. Weather & Safety Limits

- Our structures are rated for maximum safe use in wind speeds of **24mph (40km/h)**.
- If forecasts indicate wind speeds may exceed this limit, The Canopy Club reserves the right to:
 - Cancel prior to installation; or
 - Dismantle/remove the structure during the hire period if conditions become unsafe.
- Refunds or rescheduling will be handled in line with our booking terms.

5. Customer Responsibilities & Liability Waiver

- The customer is responsible for:
 - Providing accurate site information.
 - Confirming safety of underground works.
 - Ensuring access to water/electricity where applicable.
 - Ensuring safe use of the structure during the hire period.
- The customer acknowledges that failure to provide suitable site conditions may result in cancellation without refund.
- By signing the hire agreement, the customer agrees to **waive liability** for any damage to underground services and accepts that The Canopy Club has the final decision on whether installation is safe to proceed.

6. Acceptance

By confirming your booking with The Canopy Club, you acknowledge that you have read, understood, and accepted the above safety requirements and responsibilities.

Customer Name: _____

Signature: _____

Date: _____

