



Answers to our Frequently Asked Questions:

Glamping Questions:

What time is check-in and check-out?

Check-in time is after 3 p.m. on the date of arrival. If you will be arriving late, please let us know, so we may prepare your tent accordingly.

Check-out is before 11 a.m. on date of departure. At Atlantica Oak Island Resort there may be an opportunity to enjoy the property during the day of departure, however we do require prompt departure of the tents by 11 a.m.

Is breakfast included?

For our guests staying at Atlantica Oak Island Resort breakfast for two is included daily. On sunny mornings a campfire will be lit in the orchard and a Camp Coffee Bar will be available for guests, prior to breakfast in La Vista restaurant.

Our Resort Glamping packages also include breakfast for children ages 12 and under.

For our Campground Glampers, we provide everything you need for preparing your breakfast at your campsite. Local JustUs! coffee and a French Press Bodum is also provided to get your day off to great start!

Where are the washrooms?

At Atlantica Oak Island Resort a Port-o-let is nearby the orchard for convenient night time use. Hot showers and toilets are also located a short stroll from the orchard, located in the Marina. There are also showers available in the pool area of the resort.

For our campground Glampers, all campgrounds have heated washrooms and showers available. Some campgrounds charge for showers. Please visit the campground website for a list of their amenities.

Are pets allowed?

We have a no pet policy at Atlantica Oak Island Resort, however, we'd be pleased to help you source nearby pet care for your doggies. For Campground Glamping ECG has one pet friendly tent available pending availability.

Q Can I charge incidentals to my tent while glamping at Atlantica Oak Island Resort?

A Yes, upon check-in, your credit card will be held on file for your security deposit and for charging any incidentals during your stay.

Q Is there Housekeeping service?

A A Camp Concierge will refresh Guests towels daily and empty your garbage. We recommend you do not store any food in your tents. Should any of the lights not be working, please contact East Coast Glamping directly for battery replacement. Bedding will be changed every 3 days, for longer reservations.

Q What happens when my USB Power Pack or bluetooth speaker runs low?

A Please bring the USB power pack or speaker to the Front Desk to swap them for charged replacements.

Bell Tent information and Sales Queries:

How do your bell Tents compare to others Bell Tents

We only offer the best Bell Tents products available on the market and source our products from top quality, established suppliers.

The bell tents we sell are all built to a high quality standard from 100% cotton canvas. We offer products many upgrades and improvements like sturdy zipper pulls, sewn-in mosquito doors, double walls and superior PRO models.

Our Bell tents come with deluxe features like bug screened doors and windows sewn in, by default. Who would want to share their tent with critters? You still have the all of the canvas storm doors, and canvas zipped window shutters, but you don't have to add any after market bug screens.

Canvas are all treated with – colour fast, UV, mould and rot and Water repellent.

Upgraded strength pegs

Thicker stronger 5mm guy ropes

Custom camping zips and guy rope sliders

Secondary mosquito door.

Upgraded stronger carry bag with length way zipper.

Do you Ship to other countries?

We can ship your Bell Tent anywhere in the world. Please connect for us for quote options.

What warranty do you offer for your Bell Tent?

All of our Bell Tents come with a 12 month warranty against manufacturing defects. We do not cover damage that is not the result of a manufacturing defect.

Can your Bell Tent be used as a permanent Structure?

Our Bell Tents are designed to be used for leisurely purposes, we don't recommend erecting them as a permanent structure. However, the PRO model is designed for longer terms pitches.

What is the best way to store your Bell Tent?

The canvas and the groundsheet must be dry before storing your Bell Tent. Never keep your Bell Tent stored away wet or damp for longer than two days otherwise fungus can affect the canvas which will create little black irremovable dots. The canvas has been impregnated with anti-fungal treatments but this will not be effective if your Bell Tent is not stored dry.

How do you know when you need to re-waterproof your bell tent?

Our Bell Tents have enough waterproofing agent on them which will cause the water on the surface to 'bead' after a downpour. You will literally see beads of water forming on the outer

surface of the canvas. When it is time to re-waterproof, you will notice that the water no longer beads, and that the Bell Tent retains the moisture in the canvas for longer.

Why canvas?

Canvas has a much longer life-span than nylon or polyester. Canvas can be re-treated for waterproofing, fireproofing, or UV agents. It is also very breathable, which keeps moisture out of the tent, and keeps it from being stuffy. Canvas is heavy, but the tradeoff is that it is sturdy.

Why the conical shape?

The conical design leaves no flat areas vulnerable to high winds or for rain to collect. The bell tent (aka: Sibley tent) was an adaptation to the Native American tipi.

How do Bell Tents do in high winds?

Our tents really perform in high winds. We have many people seek out our tents specifically for this reason. The conical shape deflects the winds, and the tensioned guy lines hold it steady. We don't recommend using the tent in intense weather with winds over 60 MPH.

What's the deal with SIG/ZIG - Sewn in groundsheet versus Zipped in groundsheet?

All our tents come with Zipped in groundsheets (ZIG).

Zig Pros:

1. You can un-zip and catch a breeze.
2. The top looks cool suspended in air.
3. Way easier to sweep out, or even hose out the groundsheet without getting soil/water on the canvas.
4. You can switch out groundsheets to one of our light-weight nylon footprints.
5. You could store the groundsheet and canvas separately to lighten the total weight.

ZIG Cons:

1. If you don't take care of the zipper, it could get damaged.
2. If you have higher than 4.25 inches of rain or snow it could seep through the zipper (although the zipper is covered with a canvas flap to protect you from downwards rain).

SIG Pros:

1. Less room for possible malfunctions.
2. Less chance of water coming in through zipper in waters higher than 4.25 inches.

SIG Cons:

1. Harder to clean out.
2. Can't catch a breeze.
3. Can't store the groundsheet and canvas separately.
4. Can't ever switch out groundsheets.

Are your tents waterproofed/fireproofed?

Yes, in addition to the natural water resistance that canvas offers, our tents have been treated with a waterproofing agent. It's super easy to re-apply a waterproofing agent if water no longer beads up on your tent, and we even sell our favorite eco-friendly, non-toxic waterproofing agent: Dry Guy. More information on the recommended treatment can be found in our SHOP.

Canvas is also a naturally fire resistant fabric, but not fireproofed.

The PRO model bell tents East Coast Glamping uses for rentals has received certification that lab testing has shown our tents to be compliant with CPAI84, California's super stringent fireproof requirements.

Is local pickup an option?

Yes. If you are within Halifax Regional Municipality please contact us directly to arrange for a local pick-up. For customers in the Maritimes, we are often on the road and would be happy to arrange a drop-off, if suitable.

Does someone need to be home to accept delivery?

We strongly recommend someone being available to accept delivery as we use a secure courier who requires a signature as proof of receipt. For your convenience, we recommend having your order sent to your work address if being at home during business hours is not an option.

What do I do if I have a problem?

East Coast Glamping is committed to the excellence of our products and providing first class customer service coupled with unbeatable value!

A very responsive after sales department is available to help you with any queries after your purchase. We aim to resolve any issues as soon as possible and in a reasonable time frame. Contact us at info@eastcoastglamping.ca if you require any assistance with your product after purchase.