**From:**[Olympus Marquees Ltd](mailto:joanne@olympusmarquees.co.uk)  
**Sent:**27 March 2023 10:01  
**To:**[primsidemill@outlook.com](mailto:primsidemill@outlook.com)  
**Cc:**[Angela Walker](mailto:angelawalker2244@gmail.com)  
**Subject:**Stretch Tent

Dear Paul,

Further to my conversations with Angela, I would like to explain our reluctance to undertake the attempted mildew removal, cleaning and drying of the stretch tent.

The fabric, Triflexx, is to the best of our knowledge, 560 gsm canvas which is PVC coated on both sides.  Our standard marquees are PVC coated polyester and we know, from years of experience, that if mildew penetrates the PVC coating and gets into the fabric itself, it is impossible to remove.

We do occasionally use a Mould & Mildew Remover spray, however, this is a harsh chemical which is bleach based and may damage the PVC coating or bleach the colour of the canvas on your stretch tent.  If the PVC coating is damaged, the tent is no longer waterproof, nor therefore useable or saleable and we are not willing to take responsibility for causing any further damage. If the mildew has not penetrated the PVC coating, it should wipe off the surface.

Probably the most important factor in owning a marquee is that it should always be thoroughly dry prior to storage and then kept at an ambient temperature of between 10 - 30 degrees centigrade in a place where there is as little risk of condensation as possible.  There is a manual relating to the cleaning and care of PVC coated polyester which, I would imagine, is similar to that of PVC coated canvas [Instructions-for-the-handling-of-lacquered-PVC-coated-polyester-fabrics.pdf (ivk-europe.com)](https://www.ivk-europe.com/pdf/Instructions-for-the-handling-of-lacquered-PVC-coated-polyester-fabrics.pdf#:~:text=Rolled-up%20or%20folded%20PVC-coated%20polyester%20fabrics,to%20largely%20avoid%20staining%20from%20moisture.&text=Rolled-up%20or%20folded%20PVC-coated,avoid%20staining%20from%20moisture.&text=folded%20PVC-coated%20polyester%20fabrics,to%20largely%20avoid%20staining)

The only other suggestion I have is that you try contacting the manufacturer and ask their advice.  If it is a Bonga tent, they do have dealers in the UK, these can be found here: [Get in touch with us I Bonga (bongastretchtent.com)](https://www.bongastretchtent.com/en/contact).

I'm sorry we can't be of more assistance with this issue, and I do hope you find a resolution.

Kind regards,

Joanne

Joanne Cox

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