

## 2017 Tent Owner Satisfaction Awards

**Winning Brand: Hi Gear**

**Highly Commended: Quechua**

**Highly Commended: Kampa**

Our definition: While up to £300 will get you a fair tent, of almost any size, we based this category on the prices respondents told us they paid; hence it also includes any special offers at the time of purchase.

Emerging as our most popular budget brand was Hi Gear, with an overall score of 90% in terms of satisfaction. Hi Gear is the house brand of the Go Outdoors specialist retail chain, which has some 50 outlets around the UK.

There's no doubt tents with an exclusive retail outlet have benefits, arguably most so at lower price levels. Hi Gear's overall satisfaction rating among tents selling for under £300 sees it pipping top spot ahead of another own brand, Quechua.

From the current Hi Gear line-up, models such as the Aura, Enigma, Gobi Elite and Radiance and more fit into the sub-£300 price category, with others dipping in when under special offer.

Next favourite, Quechua (scoring 89.8% overall) also has exclusive distribution. The brand is sold in Decathlon stores – of which there are currently some 30 across the UK. Decathlon also claims to be the largest sports retailer in Europe. Tents from the Arpenaz, 2 Seconds Easy, Air Seconds and more easily fit under the £300 price limit.

Also Highly Commended was one independent brand, Kampa, with a mean score of 89.3%. Its Adventure tents typically fill the sub-£300 slot.

Two other retail groups featured in this category – Millets (with its Eurohike label) and Halfords.

We had sufficient numbers of responses for a top 11 here – the other slots were filled by, in descending order of overall satisfaction: Outwell, Khyam, Gelert, Vango, Coleman and Regatta.

We asked tent owners to tell us, on a scale of one to ten, how satisfied overall they are with how their tent has performed in a number of key areas, where one is “not at all satisfied” and 10 is “extremely satisfied”. We expressed the final rating (satisfaction score) as a percentage.

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Brand	Satisfaction rating
Hi Gear	90.0%
Quechua	89.8%
Kampa	89.3%
Outwell	87.8%
Khyam	87.3%
Gelert	86.7%
Vango	86.4%
Eurohike	84.2%
Halfords	81.0%
Coleman	79.6%
Regatta	79.0%

10 is “extremely satisfied”. We expressed the final rating (satisfaction score) as a percentage which you can see here in the table.

**Notes:**

Our results are based on prices paid, not manufacturers’ recommended selling prices.

As with the other categories, there weren’t sufficient numbers for us to pick up on particular models, although we’ve indicated ranges wherever possible.

**Typical quotes:**

“Sturdy steel poles, large living area, integrated awning/canopy. Our previous tent was Hi Gear and we were very pleased with it. Price.” (Hi Gear)

“Great price. It was my first buy for camping trip with child.” (Quechua)

“It was cheaper than buying a caravan and my husband wanted a quick put-up time with very little fuss. It also came with the footprint and thermal carpet.” (Kampa)