

## 2017 Tent Owner Satisfaction Awards

### Best traditional pole tents

**Winning Brand: Robens**

**Highly Commended: Outwell**

**Highly Commended: Hi Gear**

Our definition: If the main frame uses poles – whether metal (steel, aluminium or alloy) or GRP (glass-reinforced fibre), that's the basis of a traditional pole tent.

This was our largest category in terms of responses, with over half of our respondents buying such tents and arguably a good reflection of what's happening in the marketplace generally (despite the increasing popularity of inflatable-tube tents).

Robens was our winner, with an overall satisfaction score of 91.8%. Sister brand Outwell was next, rating 91.4%, with Hi Gear achieving 90.2%.

Four other brands scored in the 80+% range – Vango (88.3%), Coleman (86.4%), Kampa (85.2%) and Quechua (84.5%). Khyam registered 78%.

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 which you can see here in the table.

Brand	Satisfaction rating
Robens	91.8%
Outwell	91.4%
Hi Gear	90.2%
Vango	88.3%
Coleman	86.4%
Kampa	85.2%
Quechua	84.5%
Khyam	78.0%

### Notes:

Tents using traditional poles remain the most popular. They're most likely to be tunnel designs, too.

### Typical quotes:

"Sleeping space and admin area large enough to accommodate four comfortably even in wet weather. Compact and lightweight." Robens

"Perfect size, aluminium poles and polycotton flysheet." (Robens)

"I chose the Montana 6 after reading as many reviews as I could find and then went to have a look at the tent itself. The quality was second to none and the space it afforded us was brilliant." (Outwell)

"Premium quality polycotton, cosy and homely feel, brilliant groundsheet, lots of space for the children, very sturdy." (Outwell)

“It suited our requirements and had a lot of windows and a porch.” (Hi Gear)