



Frequently Asked Questions

Q. In which areas do you serve?

Currently we offer our services for Long Island (Nassau & Suffolk County), Queens and Brooklyn. We plan on venturing out into other areas in the near future.

Q. Do you have a balloon store?

Currently we work out of our home based studio; we do not have a physical store or office open to the public.

Q. Is there a balloon shortage?

Due to the global impact of COVID 19 and current international events, latex supply has been inconsistent, resulting in periodic balloon shortages. We strongly recommend our customers to book weeks, if not months in advance to ensure a smooth, stress free event.

Q. How long do your balloons last?

Air filled balloons can last some days, possibly weeks when not exposed to direct sun or heat. We use some of the best quality latex & foil balloons in the industry. Brands we use include Ellie's Brand, Tuftex, Sempertex & Qualatex.





Q. Is there a minimum order?

There is a minimum order of \$150 required to book with Dazzling Event Designs.

Q. Can you provide samples of what my event decor will look like?

We provide mockups to all customers who pay a retainer (50% of their order) which shows them what their decor will look like before their big day!

Q. What is a mockup?

A mockup is an artist design that displays the final look for your event. Mockups give you a visual; allowing you to capture every detail for your special day! Please see an example of a mockup below.



Q. Is a retainer fee required?





Yes. 50% of your order is the mandatory retainer fee that is required to reserve your date and time slot with us. Whether you have a payment plan or not, the full amount of your order is still due 2 weeks (14 days) before your event.

Q. How do I begin my order?

1. Complete our online **Inquiry Form** on our website at www.dazzlingeventdesigns.com. Please ensure to attach all inspiration photos to the inquiry form.
2. We will contact you within 24 - 48 hours to schedule a consultation where we will sort out the details of your event. This consultation can be done via email, phone or video call. Every consultation is 60 max in length.
3. Once an agreement is met, you will receive an invoice and a service agreement via DocuSign so make sure to check your emails regularly! The retainer (50% of your order) and the signed contract must be received for your event decor to be booked.
4. The balance of your order must be paid in full 2 weeks (14 days) before your event.

Q. Do you provide on site consultation?

We do! Please contact us via our **Inquiry Form** for more information.

Q. When is the full payment due?





Full payment is due 2 weeks (14 days) before your event, whether you have a payment plan or not. If full payment is not submitted by this deadline, your event will be canceled. Please review our cancellation policy under **Terms & Conditions**.

Q. My event is less than 1 week away, can you help me?

We will try. Usually we require at least 4 weeks notice. Contact us using our online **Inquiry Form**. Please ensure to label your inquiry “urgent” so we can reach out to you as soon as possible. Please note, you will have to pay in full for all last minute requests in addition to a rush fee. The rush fee varies depending on the cost of the decor.

Q. How much does balloon decor cost?

For a complete list of our prices, please visit our website at www.dazzlingeventdesigns.com to view our **Balloon Decor & Themed Packages**.

Q. My budget is limited, what can I afford?

Check out our **Deals** under **Balloon Decor** where we post options that can fit into your budget. Continue to check our **Deals** regularly as we often provide updates!

Q. I have an idea/photo for a design I want, can you re-create it for me?

Please submit all request online to us at www.dazzlingeventdesigns.com

Q. Do you have a color chart available?

Yes we do! You can find our color charts by selecting **Balloon Decor** and then **Color Charts**.





Q. When will you deliver/install my event decor?

Balloon installation can be done as early as 3-4 days before your event! Fill out an Inquiry Form at www.dazzlingeventdesigns.com for more info.

Q. How long does set-up usually take?

We require a minimum of 2 (two) hours to set up for your event, however, bigger setups require more time. You are required to guarantee that Dazzling Event Designs will be able to have access to the venue on time in order to set up in a timely fashion. Any delay in having access to the venue may result in an unfinished product.

Q. Do you provide outdoor decor work?

We do! Check out **Lawn Designs** and **Car Designs** under the **Balloon Decor** tab! In addition, please read more about outdoor setups under **Policies**, then select **Terms & Conditions**.

Q. I want a package deal that I saw on your website, but I want to modify the colors/balloons. Is that possible?

Sure! All items offered are customizable. Contact us using our **Inquiry Form** and leave a detailed explanation of what you want done.

Q. Can I substitute items offered in package deals?

The quantity of items offered in packages are set and cannot be modified, however, designs and colors are customizable. If you want an additional item added, it will have to be purchased separately from our **Balloon Decor** tab.





Q. Are balloons biodegradable? Can they be recycled?

Yes! The latex balloons we use are made of natural materials and are biodegradable. Mylar (foil) balloons are not biodegradable, but they can be recycled.

Q. Do you make donations to non-profit organizations?

We do! Dazzling Event Designs loves to give back to the community! Check out some of our work on the **Dazzling Deeds** section of our website.

Q. What if I break or damage a rental?

The cost to repair or replace items ranges from \$100 to as high as \$1000 depending on the extent of damage. We ask that our customers take special care when using our rental items and maintain them in the same condition they were received in. You will be responsible for any damage or loss whether caused by you, an event guest or venue staff.

Q. How far in advance should I book my event?

Events are booked on a first come, first serve basis. We prefer a minimum of 4 weeks to plan your special day!

Q. What is your refund policy?

Please review our **Terms & Conditions** on our website for more info.

Q. How much is your delivery fee?





Our delivery fee starts at \$25 for small jobs but can be as much as over \$200 for larger jobs. The delivery fee includes gas, parking fees and truck rental fees.

Q. Are you insured?

Yes we are! Dazzling Event Designs is insured through State Farm.

Q. I have my own balloons; can you use those and give me a discount?

We do not utilize clients' supplies because we cannot take responsibility for items we haven't purchased ourselves. So the simple answer is no.

Q. Why are balloons so expensive? I saw a balloon garland kit on Amazon for \$29.99?

Good question! So much goes into balloon decor, it's much more complicated than just inflating balloons:

1. We use the top quality latex and mylar balloons in the industry. Just to purchase enough balloons in various sizes and colors to complete decor can cost over \$150.
2. Inflating and designing takes hours to complete and just like our customers who are paid hourly at work, we ensure that we are too.
3. We pay our staff by the hour for assisting us with inflating, transporting, assembling your decor.
4. We rent trucks, ladders, lifts and other equipment.
5. Add ons such as lights, artificial flowers, stuffed animals and other decor are costly.





Q. What payment options do you expect?

You can submit all payments via our website at <https://pay.dazzlingeventdesigns.com/>.

Q. I want to tag you on Social Media. Do you have a hashtag that I can use?

We love when our clients tag us in pictures! Our custom hashtag for our business is **#dazzdidthat**.

Q. Can you send me a quote via text message or phone?

In order to receive a quote, please complete an **Inquiry Form** on our website. The form gives us the details in order to provide you with an accurate quote.

Q. I don't have the money currently to submit my order. Can I pay later?

Dazzling Event Designs does not hold dates without a retainer fee. We book on a first paid, first booked basis. If you would like to enter into a payment plan, please contact us via our **Inquiry Form**.

