

EVENT BOOKING INFO



- DEPOSIT & REMAINING BALANCE

ALL balloon installment bookings require non-refundable deposit of 50% of your total. Your booking is confirmed once the deposit is received, and a confirmation email will be sent to you with your booking info via email or text.

When booking with us, you agree that you have read and agree with all terms and conditions.

The remaining balance will be due at time of set up. If remaining balance is not paid and confirmed during set up, we reserve the right to take down ALL décor and client will not be refunded.

*Your date and time is **not** secured if a deposit is not received! We accept Cash, Venmo, and Zelle. No checks.



- CANCELLATION POLICY

Any cancellation request **MUST** be in writing by email or text message. Your nonrefundable deposit will be applied to your event in the future.

Any cancellations less than 1 week prior to your event will be refunded 50% of **remaining** balance if paid in full. We do understand that unfortunate and unforeseen circumstances do arise, however, The Cali Craft Shop has been fully booked and have turned many potential clients away to save your booked event date and time.

-  DELIVERY/INSTALLATION SET UP FEE/RUSH FEE

All delivery/installation set up to any location will incur a delivery fee. Please confirm at the time of booking which city and zip code event will take place at.

For balloon set ups that do not require any of our material rentals (balloon arch ONLY), we do not come back to take down balloons. Client is fully responsible of taking down décor.

New event bookings that are less than 3 days away will inquire a rush fee starting at \$75. We do ask to try and book us for your events at least two weeks prior to your event. Booking last minute does not guarantee that all requests would be fulfilled - or be available - on your event date. Should substitutions or additional options be needed, communication will be sent in writing. An updated quote/invoice/receipt will be sent to client reflecting all changes.



- [SAME DAY PICK UP FEE](#)

Should your event require us to pick up our rentals the same day, a same day pick up fee ranges between \$35-\$50 depending on event location.

We MUST pick up same day from event venues/halls, restaurants, and condo/townhouse party rooms, etc.

- [VENUE/EVENT LOCATION CHANGE/TIMELY SET UP](#)

Please notify us if there are any venue or event location change due to COVID-19 or any other reason. There will be a fee of \$25+ to change event to a location more than 3 miles from original location. We plan our daily routes prior to event date for all orders & bookings that day.

Should there be a client delay over a 10-minute grace period at time of arrival to set up, The Cali Craft Shop reserves the right to leave your balloon decor at location if client is no-show. Client would be solely responsible for their own set up. All other rentals provided by The Cali Craft Shop will not be provided as we leave the premises and event will be marked as no-show. Time-stamped written communication will be given as to the reason why we will not be able to set up for your event. No refunds will be given and balance in FULL will be due immediately.



- [SAFETY](#)

1. Please make sure you know the exact location(s) of where you would like your set up(s). Do NOT move any of our set ups if you decide you do not like the current location of our set ups. We will not be responsible for ANY injuries sustained if client, or guests of client, moves any set ups provided by The Cali Craft Shop. Client will be fully responsible for any damages to our material if moved.
2. Please do NOT take down any of our set ups yourself. The Cali Craft Shop will be the only individuals to take down set up and bring back to our location. Under NO circumstance should a client take any material to any other location.
3. Do NOT leave children and pets unattended with balloons. Balloons including balloon strings, balloon ties, deflating balloons, balloon ribbon, etc can be a choking hazard at any time.
4. Properly dispose balloons into trash can.
5. Do NOT leave children unattended near backdrop set up. We are NOT responsible for injuries to children or adults playing with backdrop set up.
6. Do NOT inhale helium.
7. Always dispose of balloons responsibly!



- **RENTALS**

Rentals are to be returned with NO damage (including curtains, backdrop photo, and backdrop stand). Should there be any damage(s) to our rentals, the damage(s) will be assessed and billed to the client accordingly.

Please keep pets away from using the restroom on any of our rental items. Client will be responsible for any urination or defecation on any items that belong to The Cali Craft Shop.

Client will have 48 hours to pay damage bill. The Cali Craft Shop reserves the right to file a small claims lawsuit should client not pay for damages to items within mentioned period.



- **INDOOR/OUTDOOR EVENT SET UPS**

We highly recommend non-windy and shaded areas for all balloon installments. The weather (wind, rain, hail, etc) are beyond our control. In rare cases, we cannot guarantee on outdoor installment of your balloon decor. In such cases, we would recommend an indoor installation.

SUMMER EVENTS: Balloons do not last in direct sunlight and direct heat. Despite the high quality of balloons we use, we cannot guarantee your balloons will last. Per policy, The Cali Craft Shop highly recommends a shaded area. Under a tarp/canopy would work even better!

If desired placement of balloon decor is still in the sun even with warning and recommendations of a shaded area, we will not refund any amount back to client, as we are not liable. All weather conditions are out of our control.

We do NOT set up at outdoor parks or outdoor recreational centers.



- **RENTAL PICKUP**

A time is coordinated with our client as to when we are able to pick up our rental items. We typically pick up next day, however, in rare occasions (ex: house of set up belongs to another family member/friend) we will come back same day to retrieve our items. Communication on item pickup shall be in writing by text or email.



- **DISCLAIMER**

Once balloons are delivered or installation is complete, The Cali Craft Shop is not responsible for any balloons that are let go of, popped, stolen, or lost. A few popped balloons are inevitable. We do NOT put together your own purchased balloons or ba