



EVENT BOOKING POLICIES

(Effective June 2025)

DEPOSIT & PAYMENT TERMS

- A non-refundable deposit of 50% is required to confirm your booking. No date is secured without this deposit.
- Remaining balance is due at setup on the day of your event. If unpaid, all décor will be taken down and no refunds of any deposit will be issued. In addition, if payment is not received, we reserve the right to pursue collections or legal actions to recover the outstanding amount. Non-payment will result in refusal of future service
- We accept Cash, Venmo, and Zelle. Checks are limited and must be approved in advance.

CANCELLATION POLICY

- All cancellations must be submitted in writing via email or text.
- Deposits are non-refundable and non-transferable.
- If full payment is made and you cancel:
 - - 14+ days before the event: 50% of your full payment will be refunded.
 - - 8-13 days before the event: 25% will be refunded.
 - - 7 days or less: No refund will be given.
- Your booking reserves our time and materials. Cancellations impact our ability to serve other clients.

DELIVERY, SETUP, & RUSH FEES

- All orders are subject to a delivery/setup fee, calculated by distance. Please provide event city and ZIP code at booking.
- Same-day pickup of rentals (required by most venues) incurs a \$35-\$50 fee based on location.
- Bookings made less than a week from the event does not guarantee that all requests would be fulfilled – or be available. Should substitutions or additional options be needed, communication will be sent in writing. An updated quote and invoice/receipt will be sent to client reflecting all changes
- For balloon-only installs (no rentals), we do not return for takedown. The client is fully responsible to properly discard balloons.

VENUE CHANGES & LATE ARRIVAL

- A \$25+ fee applies to any venue change more than 3 miles from the original address.
- If the client is not present within 15 minutes of our arrival, we reserve the right to leave décor at the location. No refunds will be issued, and full payment will still be due.



SAFETY & LIABILITY

- DO NOT move, adjust, or take down any setups. The Cali Craft Shop is the only party authorized to handle our materials.
- Client assumes all liability if setups are moved or damaged.
- Balloons can pose choking hazards. Keep away from small children and pets at all times.
- Do not inhale helium. Properly dispose of popped or deflated balloons.



FIRE & EMERGENCY EXITS

- Per city and fire department regulations, absolutely no balloon décor, backdrops, or rentals may block fire lanes, exits, or emergency access areas.
- Clients must ensure that chosen setup locations are clear of these zones. Non-compliance may result in refusal to install without refund.



RENTALS & DAMAGES

- Rentals must be returned in original condition. Damage (including pet waste, stains, or misuse) will be billed.
- Invoices for damage must be paid within 48 hours, or legal action may be taken.



OUTDOOR INSTALLATIONS

- We recommend shaded, non-windy areas for all balloon setups. We are not liable for weather-related balloon issues.
- We do not install at outdoor parks unless fully enclosed tents or indoor venues are provided.
- Helium balloons last 6–8 hours on average, and less in heat/sun.



RENTAL PICKUPS

- Standard pickup is the next day, unless otherwise arranged.
- For events at venues or shared properties, same-day pickup is required.



FINAL REMINDERS

- Once décor is delivered or installed, The Cali Craft Shop is no longer responsible for popped, stolen, or lost balloons.
- We do not assemble DIY kits or outside-purchased materials.