

# air studio policies

## ordering for social and business events

-A 50% non-refundable retainer is required to reserve an event date and time. Bookings are not guaranteed or on our schedule until the retainer is paid.

-Final balance is due at least 7 days before event. No changes can be made to the order after that time. If total is not paid by due date, orders will be automatically cancelled.

-Orders placed less than 14 days before the event may be assessed an additional charge for shipping of supplies if needed.

-Rush fees will apply for larger events (typically over \$500) placed within 10 days of event to cover costs of rescheduling our staff for additional hours needed to acquire and prepare materials in the timeframe. Starting fee is \$100 and is based on complexity.

## deliveries

-Minimum order for local delivery is \$150.

-Minimum order for outside of our local service range is \$1000. Delivery fee based on mileage.

## payments

-Final balances for corporate décor are due 7 days before event date. Prior approval must be made for a later payment schedule. A **3% late charge** will be added every 30 days after event date to all remaining unpaid invoice balances.

## installations

-While we use the highest quality balloons and our artists take every precaution necessary to ensure décor lasts through your event, sometimes balloons pop. We are not responsible for damage occurring for any reason after we leave the venue.

-We will place any décor per client's initial instruction but will not move or reinstall décor after it's set.

-For installations and breakdowns we will arrive at client's agreed upon and reserved time slot. If Air Studio staff must wait more than 15 mins to begin set up or breakdown, our work rate of \$75 (per staff member) will be applied with a minimum of 1 hour's charge. We do realize sometimes situations are out of a client's control and we are understanding in such circumstances.

-For installations and breakdowns outside of our regular business hours, (i.e., late night, early morning, holidays) our outside of business hours service fee will apply.

### **cancellations**

-Cancellations made at least 30 days before an event may apply the 50% retainer to a future event within 6 months. Orders placed within 30 days of an event date are not eligible for cancellation.