



# Would You Balloon It? Terms & Conditions

## 1. Payments & Deposits

1.1. A 50% non-refundable booking fee is required to secure your order with the remainder due 7 days prior to delivery or collection. This is payable by Bank Transfer.

1.2. For orders over £500, a 25% non-refundable booking fee is required to secure your order. Then another instalment of 25% (non-refundable) is due a month prior to the event and the final balance 7 days prior to the event.

1.3. For orders under £30 full payment will be required upon booking to secure the order.

1.4. A security deposit will be required for all set ups and can be paid via bank transfer 24 hours prior to your event or cash on the day. The security deposit must be received before we begin set up, if paying in cash then you will need to meet us at the venue at the agreed set up time. This will be returned in full within 24 hours of the safe collection of the equipment and all necessary extras such as props, flutes and foliage.

## 2. Cancellations

2.1. If you wish to cancel a booking for any reason with more than 7 days notice we will obtain the 50% non refundable booking fee. If cancellation is less than 7 days before the event then 100% of the total balance is payable and no refunds will be issued.

2.2. In the event of cancellation you may also transfer your booking to another date subject to our availability.

2.3. In the unlikely event that we need to cancel due to illness, emergency or circumstances beyond our control all monies paid will be refunded in full.

2.4. We shall not be liable for failure to provide services due to events outside of our reasonable control (including but not limited to poor weather, government restrictions or natural disasters. In such cases refunds are not guaranteed but bookings can be transferred to another available date.

## 3. Equipment Hire

3.1. The hire period for the Equipment is usually for a 24 hour period unless prior agreements are made upon booking. The hire of the Equipment is not covered by the Consumer Credit Act, 1974 as the hire period is less than 3 months.

3.2. Full ownership in the Equipment shall remain fully vested in us at all times. You have no right, title or interest in the Equipment other than that you are entitled to hire the Equipment for the hire period.

3.3. You are responsible for the Equipment from the time we deliver the Equipment until the time you return the Equipment to us. Full risk in the Equipment shall lie with you during this time.

3.4. You are not permitted to hire, sub-let, sell, lend, or part with possession of the Equipment at any time.

3.5. Please ensure that the venue has in place adequate insurance to cover the Equipment against fire, theft, loss or damage at all times during the hire period.

3.6. You hereby indemnify us against any losses, costs, damages or expenses that we may reasonably incur as a result of your breach of any of these Terms and Conditions.

## 4. Loss of or Damage to the Equipment

4.1. If the Equipment is returned to us in bad repair, damaged, unclean or defective in any way then we are entitled to retain any security deposit which may have been paid by you to repair and/or replace the Equipment. You are liable for any additional costs that we may incur in repairing, cleaning or replacing the Equipment.

4.2. In the event that any item of Equipment is lost, stolen or damaged beyond economical repair you are liable to pay us the cost of the replacement items as new. You will not be entitled to a refund of the security deposit in these circumstances. This includes all equipment and props used by us.

4.3. In the event of loss or damage, the security deposit will be retained by us and we will notify you in writing of the reasons. If the cost of replacement due to missing Equipment or damage is in excess of the security deposit, an invoice will be issued to you to cover the cost of the damaged/missing property which must be paid in accordance with the terms stated on the invoice. If the cost of replacement is less than the security deposit, the balance will be returned to you within 14 working days of the date of our assessment.

4.4. Any damaged or missing flutes from the Bubbles Wall will incur a £1 charge per flute.

## **5. Weather Conditions**

5.1. Certain displays cannot be outside if it is raining or the ground is wet. If there is a chance of rain, we advise to keep these items inside or under a Gazebo Covering. If you do choose to have these items outside against advice, then you are responsible for protecting the item from rain. If damage does occur you will be liable for the costs to repair or if damaged beyond economical repair, to replace.

5.2. Please advise at the time of booking if you wish to have your display outside so we can advise accordingly. It is advisable to have an indoor area as a back up should weather conditions dictate.

5.3. Electrical items cannot be used outside in any circumstances unless they are completely covered and protected.

5.4 If it is raining on the day of your set up, we will need a dry area to create your display if you do still chose to have this outside.

5.5. Hot temperatures can cause balloons to expand and pop. Keep balloons away from direct sunlight or radiators to avoid this. Balloons can also deflate in the cold and rain and is something that cannot be avoided if they are outside.

## **6. Installation**

6.1. Balloon Garlands are attached using command hooks if there are no other attachment points available. These do claim to not damage walls i.e paintwork. However, on the unlikely occasion they do cause damage Would You Balloon It? cannot be held responsible.

6.2 Whilst every care is taken to ensure no damage occurs to walls during balloon installations, we cannot be held responsible for any marks/residue left behind by the balloons. This is sometimes caused by moisture in the air and whilst this is a rare occurrence we advise to avoid the use of candles or diffusers near balloon displays as this can contribute to this.

6.3. Once a display is installed most cannot be moved. If you require something that you wish to move then please let us know upon booking.

## **7. Safety**

7.1. It is the client's responsibility to ensure that care is taken when using the equipment. We cannot be held responsible for accidents or injuries as a result of inappropriate use/behaviour or moving the equipment. Children must be supervised at all times and must not play near the equipment.

7.2. Loose or broken balloons can be a choking hazard to young children and pets, please discard and dispose responsibly if a balloon does pop.

7.3. Once your event has finished please do not attempt to take down any part of your display and wait for us to come and do this.

7.4. Please also ensure that any electrical items are turned off overnight by switching off the plug socket. Do not pull plug socket out until switch is off.

7.5. If you or anyone who will be around the balloons has a latex allergy it is your responsibility to inform us beforehand so we can advise on a latex free display.

7.6. Helium must not be inhaled. Inhaling helium displaces oxygen, putting you at risk of side effects such as dizziness, loss of consciousness, and even death.

**By making payment you agree to the above Terms and Conditions.**