

# Piece Of Cake Events – Helium Tank Hire FAQs (Residential & Commercial)

Find answers to common questions about our helium tank hire options for both residential and commercial use.

## Residential Helium Tank Hire – FAQs

Do you provide balloons with the helium tank?

Balloons are not included as standard – customers typically supply their own.

If required, we can assist with balloons and ribbon on request, depending on availability.

Can you provide balloons and ribbon?

Yes – balloons and ribbon can be supplied on request.

You may select your colours using our Balloon Colour Guide and request quantities for each colour.

Pricing will vary depending on quantity, balloon type and colour selection.

Do you offer cheaper or budget balloons?

No – we only supply high-quality, professional-grade balloons.

Lower-cost balloons can be unreliable, may not float correctly and are more likely to pop.

We focus on providing consistent quality and a better overall result for your event.

Do you supply a regulator?

Yes – every hire includes a balloon inflation regulator.

It is easy to install and screws directly onto the tank. Instructions are provided at pickup.

Do you supply split regulators?

Split regulators can be arranged on request.

Please advise us in advance so we can prepare your booking accordingly.

Is the helium tank easy to use?

Yes – the tanks are simple to operate.

Basic instructions are provided at pickup, and most customers find them easy to use for DIY balloon setups.

How long can I hire the tank for?

Helium tanks are hired for a short-term period (up to 4 days unless otherwise arranged).

How far in advance should I book?

We recommend booking at least 4 weeks in advance, particularly for weekends, school events and busy periods.

Availability may be limited, and early booking ensures your preferred tank size and time.

Do you offer last-minute bookings?

Yes – last-minute bookings may be accommodated subject to availability.

Please contact us directly for urgent enquiries.

How many balloons can the tank inflate?

Approximate capacities (based on 28–30cm latex balloons):

- C Size – approx. 100 balloons
- D Size – approx. 300 balloons

Actual quantities may vary depending on balloon size and inflation style.

Will all balloons float with helium?

No – balloons must be helium quality.

Poor-quality balloons may not float properly or may burst.

Do I need Hi-Float?

Hi-Float is recommended for latex balloons if longer float time is required.

Without Hi-Float: approx. 6–10 hours

With Hi-Float: up to 1–3 days depending on conditions

Hi-Float is not suitable for foil balloons.

How much Hi-Float should I use?

Use a small amount to lightly coat the inside of the balloon.

Do not overfill. Excess product may affect drying and performance.

Always follow the instructions on the Hi-Float bottle.

How long does Hi-Float take to dry?

Minimum drying time is 2 hours.

For best results, allow overnight drying where possible.

## Can I use helium balloons on a hot day?

Yes – however heat and humidity affect performance:

- Heat increases expansion and popping risk
- Latex balloons oxidise faster
- Humidity can affect Hi-Float performance

Keep balloons out of direct sunlight and inflate close to your event time.

## How do I transport the helium tank?

Helium tanks must be transported safely:

- Must remain upright
- Must be securely restrained
- Must not be laid flat or loose

C Size:

May be transported in a passenger vehicle only if no passengers are present, secured and ventilated

D Size and larger:

Not suitable for passenger vehicles

Must be transported in a ute, van or truck

Transport Guide:

[https://d39pstlceyjgdg.cloudfront.net/ts1723422198/attachments/Page/70/A2%20Transporting%20Gas%20Cylinder\\_Low%20Res\\_2023.pdf](https://d39pstlceyjgdg.cloudfront.net/ts1723422198/attachments/Page/70/A2%20Transporting%20Gas%20Cylinder_Low%20Res_2023.pdf)

## How should I store the helium tank at home?

- Must remain upright
- Must be securely strapped or restrained so it cannot fall
- Store in a cool, well-ventilated area
- Keep away from heat and direct sunlight

Always use under adult supervision and keep children away from equipment.

## What if I don't use all the helium?

Helium tanks are hired at a fixed rate.

Unused helium is not refundable.

## What if I cancel or postpone my booking?

Cancellations may result in forfeiture of payment depending on notice provided.

Postponements may be accommodated subject to availability.

Terms & Conditions:

<https://canva.link/2b6tcpbx79lhg6m>

## How do I secure my booking?

To secure your booking:

1. Complete full payment at checkout
2. Submit the hire form (JotForm)
3. Upload valid photo ID
4. You must be 18 years or older

Your booking is not confirmed until all steps are completed.

## When is the bond due?

A separate invoice will be issued for the refundable bond after booking.

The bond must be paid prior to your hire date. A reminder will be sent approximately one week prior.

## What happens if I don't complete all booking requirements?

Your booking is not confirmed until all required steps are completed, including payment, ID submission and bond payment.

If requirements are not completed within the required timeframe, we reserve the right to cancel the booking.

Any payment made at checkout may be retained as a cancellation fee and will not be refunded.

Why do I need to provide ID and card details?

We require:

- Valid photo identification
- A refundable bond
- Card details held on file

These may be used for:

- Late return fees
- Damage to equipment
- Missing items (including regulator)
- Repair costs
- Full replacement cost if the tank is not returned

## Commercial Helium Tank Hire – FAQs

Do I need to be a Supagas customer?

No – we can supply directly or support existing Supagas customers.

What sizes are available?

We offer a range of commercial cylinder sizes, including:

- D Size cylinders
- Larger volume tanks
- Ongoing supply options

Are commercial rates the same as residential?

No – commercial pricing varies depending on usage, tank size, delivery requirements and frequency.

Please contact us for a tailored quote.

Do you offer ongoing supply or swap-over?

Yes – we can arrange:

- Ongoing supply
- Cylinder swap-over
- Scheduled deliveries

I run a party store and ran out of helium – can you help?

Yes – we may be able to assist with urgent or short-notice supply depending on availability.

Please contact us directly for priority assistance.

What are the hire durations for commercial customers?

Flexible options are available, including short-term hire, extended hire or ongoing supply arrangements.

Do you deliver to shopping centres?

Yes – deliveries are typically arranged outside trading hours:

- 6:00am – 9:00am
- 6:00pm – 9:00pm

Subject to centre access requirements.

I need a large tank but don't have the right vehicle – what can I do?

Larger tanks must be transported using a ute, van or truck.

If you do not have a suitable vehicle, we recommend booking delivery.

Is there a helium shortage?

At this time, no supply issues have been advised by Supagas.

Why choose Piece Of Cake Events?

Reliable, flexible service

Delivery and commercial support

Easy booking process

Responsive service

Is there parking for pickup? Will you bring the tank to my car?

Yes – we offer easy, street-level pickup from Breakfast Point.

We provide a direct-to-boot service, meaning we will bring the tank out to your vehicle so you don't need to worry about parking or carrying the tank.

What are the vehicle requirements for pickup?

You are responsible for ensuring your vehicle is suitable for safe transport.

- Tanks must be transported upright and secured
- Tanks must not be laid down in the boot or inside the vehicle
- The tank must be properly restrained so it cannot move or fall

C Size:

May be transported in a passenger vehicle only if no other passengers are present and the tank can be safely secured

D Size and larger:

Must not be transported in a standard passenger vehicle

Must be transported in a ute, van or truck

What happens if I arrive with an unsuitable vehicle?

For safety reasons, we reserve the right to refuse handover of the tank if your vehicle does not meet transport requirements.

This includes:

- Incorrect vehicle type
- Passengers present when not permitted
- Inability to safely secure the tank

In this case, you may need to arrange delivery or return with a suitable vehicle.