

PIECE OF CAKE EVENTS

HELIUM TANK HIRE – TERMS & CONDITIONS

1. AGREEMENT

By placing a booking, completing payment, or collecting equipment from Piece Of Cake Events, you acknowledge and agree to these Terms & Conditions.

2. RESIDENTIAL HIRE ONLY

This listing applies to residential hire only.

Residential hire includes:

Private events

Personal use

One-off bookings

COMMERCIAL USE

Commercial use includes (but is not limited to):

- Businesses
- Florists
- Retail stores
- Event companies
- Shopping centres
- Ongoing or repeated use

IMPORTANT

If you are booking for commercial purposes:

You must contact us or select the appropriate commercial service

Commercial pricing and servicing differ

If a commercial customer books under residential hire:

We reserve the right to:

- Adjust pricing
- Request additional payment
- Cancel the booking

TERMS APPLY TO ALL

All customers, including commercial clients, agree to these Terms & Conditions.

3. HIRE REQUIREMENTS

To proceed with hire, the hirer must:

Be 18 years or older

Provide valid photo identification

Complete the required hire form (JotForm)

We reserve the right to refuse hire at any time.

4. BOOKING CONFIRMATION

A booking is not confirmed until:

Hire payment is completed

Hire form is submitted

Security bond invoice is paid

5. SECURITY BOND

A refundable bond is required:

- C Tank → \$250
- D Tank → \$450

The bond:

Covers damage, loss or non-return

Is refunded after inspection

May be partially or fully retained

6. CARD AUTHORISATION

By completing payment via Square:

You authorise us to securely store your card details

Card is held until all equipment is returned and hire is finalised

You authorise charges for:

- Late return fees
- Damage or misuse
- Missing items (including regulator)
- Cleaning or repair costs
- Full replacement cost (if not returned)

7. HIRE PERIOD

Standard hire is up to 4 days

Equipment must be returned on time

Late Fees

\$50 per day, per tank

8. RETURN OF EQUIPMENT

All equipment must be returned:

In original condition

Undamaged

With all components

Failure to return equipment will result in:

Full replacement cost being charged

9. TRANSPORT REQUIREMENTS

Helium cylinders are pressurised gas cylinders and must be transported safely.

The hirer agrees:

Cylinder must remain upright

Must be securely restrained

Must be transported in a suitable vehicle

UNSAFE VEHICLES

We reserve the right to:

Refuse collection

Cancel hire

if the vehicle is deemed unsafe.

CUSTOMER RESPONSIBILITY

The hirer is responsible for safe transport and compliance.

Delivery is recommended if unsure.

10. DELIVERY & COLLECTION

Strictly by appointment only

Customer must be present

Access must be safe and suitable

Failure may result in additional charges.

11. DELIVERY ACCESS CONDITIONS

Customers must ensure:

Clear and safe access

Suitable entry for equipment

STAIRS & ACCESS

- Must be disclosed prior
- Additional fees may apply

We reserve the right to refuse unsafe delivery conditions.

LIFT ACCESS

Where not ground level:

Lift access must be available

SHOPPING CENTRES

Deliveries must be before or after trading hours

FAILED DELIVERY

If delivery cannot proceed:

Additional charges may apply

12. USE OF EQUIPMENT

The hirer agrees:

To use equipment correctly

Not to tamper with equipment

Not to misuse equipment

13. HELIUM SAFETY

Helium is a compressed gas.

The hirer agrees:

Not to inhale helium

Keep away from children

Use regulator only

Turn off valve after use

14. BALLOON DISCLAIMER

Float times are estimates

Conditions affect performance

Overfilling may cause bursting

15. DAMAGE OR LOSS

The hirer is responsible for:

Damage

Loss

Improper transport damage

Charges will be applied accordingly.

16. NON-RETURN

Failure to return equipment will result in:

Full replacement cost

Additional recovery action if required

17. CANCELLATIONS & FORFEITURE

More than 48 hours

- Reschedule or credit may be offered

Within 48 hours

- No refund
- Payments may be forfeited

Same day / No show

- All payments forfeited

IMPORTANT

We reserve the right to retain payments once a booking has been allocated.

18. PROPERTY & CONDUCT

15 Bishop St, Breakfast Point NSW

Private residence

Under surveillance

Appointment only

BEHAVIOUR

Zero tolerance for:

- Abuse
- Aggression
- Harassment

If this occurs:

Service will be refused

Booking cancelled

No refund provided

19. VEHICLE SUITABILITY

Customers must arrive with a suitable vehicle.

If not:

Collection will be refused

Booking may be cancelled

20. IDENTIFICATION & DATA

Valid ID required

Information stored for hire purposes only

Retained until hire is finalised.

21. EQUIPMENT RESPONSIBILITY

All items must be returned:

Tank

Regulator

All components

If not:

Full replacement cost applies

22. REFUND OF BOND

Refunded after inspection

Returned to original payment method

Cash refunds may be provided where applicable.

23. FINAL ACKNOWLEDGEMENT

By proceeding with hire, you confirm:

You understand all Terms & Conditions

You accept responsibility for transport and use

You agree to all conditions outlined