



## TERMS & CONDITIONS

*Please read carefully.*

1. All product orders (excluding set ups) require full payment, within 2 hours of payment details being sent, to secure your booking.
2. Ordered items will be hand delivered by a member of the Balloonable LDN team provided the delivery address is within our designated delivery area. If you are not within our delivery area, we will use Royal Mail tracked services. Please email or DM on our official channel on Instagram us for further details on delivery postcodes.
3. Due to the nature of our products, sometimes items can get damaged in transit. Each balloon is inflated 8 hours prior to delivery to ensure any defects show up prior to packing. Due to the nature of our product, we are unable to accept returns of orders. Due to their nature, they are perishable & individually created for each customer, therefore, cannot be reused or resold by us. If your items are faulty this does not affect your statutory rights.
4. Please ensure all spelling is correct when ordering personalised items. Refunds will not be issued if spelling has been sent in incorrectly by the customer.
5. Due to time restraints, we are unable to send photos of balloons prior to delivery.
6. For free standing arches and garlands, Balloonable LDN use wall safe adhesives and hooks. We will provide all customers with instructions on how to safely remove hooks. We do not hold any responsibility for damage when customers remove their set ups.
7. Balloonable LDN understand that sometimes events need to be cancelled or postponed. If you would like to cancel a product order, we require a minimum of 72 hours' notice in order to process this request. Any product orders cancelled after this will result in payment becoming non-refundable.
8. We require a 50% deposit to secure your booking date for all set ups. This includes any orders which are not solely product orders. Failure to make payment will mean your booking is not confirmed. Please DM/email us prior to making payment to ensure your date is still available at time of payment.
9. Once your 50% deposit has been paid, a member of the Balloonable LDN team will be in touch closer to your event date to confirm colour palettes and all event items. Please bear in mind that although we will try our best to match balloon colours to your inspiration photos or swatches, colours may vary. We use a palette tool which will be provided to you prior to sourcing your balloons.
10. All set up deposits need 2 weeks minimum notice from your event date if you would like to cancel. Deposits after this time become non-refundable. If you would like to postpone your order to a later date, please email us, DM us on Instagram or complete a contact form within 2 weeks of the event date and we will be happy to accommodate (subject to date availability) at no additional charge. We can also issue a credit note for the non-refundable deposit which can be used within 3 months of the original event date.

BALLOONABLE LDN

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[info@balloonableldn.co.uk](mailto:info@balloonableldn.co.uk) | [www.balloonableldn.co.uk](http://www.balloonableldn.co.uk)

11. Remaining payment for all set ups must be made up to 72 hours prior to the event date. Failure to do so may result in your booking being cancelled.
12. Delivery charges vary on postcode. If items need to be collected from a venue, additional collection charges will occur.
13. Do not dismantle set ups on behalf of Balloonable LDN. Our team will arrive prior to the end of your event to begin taking down props and balloons. This will avoid damage or missing items. You will be liable for any damage caused to any equipment if you alter or tamper the set up.
14. All props are for hire only. Balloonable LDN take a 20% fully refundable deposit on the total price of all hire items. This is to cover missing items or damaged products. If items are damaged or missing this deposit will be kept to cover any costs. If your event is held in a public venue, we do not hold responsibility for any damage/missing items caused by restaurants/venues. Should there be no damage or missing items then hire deposits are processed within 48 hours of collection. Refunds should be completed within 3-5 working days.
15. All set ups on public premises (halls/restaurants/venues etc.) need to be agreed between the customer and the owner of the area. Balloonable LDN will not hold any responsibility if the team arrive and are unable to set up for any reason. We also require the customer to be present at the venue to avoid any delays. If for any reason there are extensive delays or challenges whereby the team cannot set up, a refund will not be issued.
16. All set ups need a minimum of 2 hours. This includes offloading time. Please bear this in mind when booking the event date/time.
17. We require all tableware to be washed after your event and prior to collection. This excludes napkins, chair covers and tablecloths.
18. Please switch off all electrical hire props when the event is over and/or overnight. All electrical items have been PAT tested for health and safety.
19. All latex balloons are made from biodegradable latex. Balloonable LDN do not take bookings for helium foil balloon releases. Under current legislation, balloon releases are legal, and we can only advise of the risks and dangers. We are extremely committed to safeguarding the environmental future of the planet.
20. Balloonable LDN have full insurance with NABAS – The Balloon and Party Trade Industry Association.
21. Exclusion of liability. Balloonable LDN excludes all liability for any damage, loss, expenses or claims by third parties in relation to any product or service provided at a venue public or otherwise.
22. Reservation of rights. All designs, products, branding and any set ups are and remain the exclusive intellectual property of Balloonable LDN and customers shall not reverse engineer, copy, emulate or pass on such intellectual property to any third party.
23. Indemnity. The customer shall indemnify Balloonable LDN for any cost, loss, claims (including legal fees) and expenses incurred as a result of a breach of these terms by the customer.