

# Basically Balloons – Terms & Conditions, Photography & Safety Disclaimer

## 1. Orders & Invoices

Check your invoice carefully; it is our decorating checklist. Report errors or changes immediately.

## 2. Payments & Deposits

A non-refundable £25 booking fee secures your date and is deducted from the final balance.

50% deposit due at booking; balance due 14 days before the event (invoice issued 21 days prior).

Bookings made within 21 days of the event require full payment at booking.

Failure to pay the invoice upon receipt and after a reminder notice will incur a £25 late payment fee.

Cancellations: Less than 1 month before the event – no refund. Booking fee is never refundable or transferable.

Payment accepted via cash, bank transfer (see invoice), or card (Square, transaction fee applies).

We are not liable for cancellations caused by events beyond our control (e.g., weather, strikes, natural disasters).

Clients should arrange their own event insurance.

## 3. Booking Amendments

Changes allowed up to 21 days before the event (subject to booking date).

Changes after this date incur extra charges and stock availability cannot be guaranteed.

## 4. Delivery, Collection & Access

**4.1 Delivery Charges:** Delivery charges apply per delivery. Paid venue parking will be invoiced. No hospital deliveries. We only deliver locally within the UK.

**4.2 Online Shop Orders – Collection Only:** All online shop orders are collection only. Customers will be contacted to arrange a collection time. Standard collection slots: 10:00–12:00 or 17:00–19:00, unless otherwise agreed.

**4.3 Delivery Acceptance:** Provide the correct delivery address; we are not liable for non-delivery if details are incorrect. The client must ensure someone is present to receive the delivery within the agreed time slot. If no one is available, goods will be returned to Basically Balloons, and the client must either collect them at a time convenient to Basically Balloons, or pay an additional delivery charge for re-delivery.

**4.4 Venue Access for Event Set-Up:** Clients must supply venue keyholder contact details. Venue must be ready for setup at the agreed access time; delays may incur waiting charges. If setup space is unavailable, décor will be stored safely but placement becomes the client's responsibility. Children and other suppliers must be kept away from the working area for safety. We are not liable for injuries or damage caused by unattended children near decorations.

## 5. Event Conditions

Access and setup times are based on details provided by the client/venue. Late or restricted access may prevent us from completing your booking.

Client must confirm venue consent for décor, helium use, and fittings. Lack of consent may be treated as a cancellation without refund.

## 6. Hire Items

A separate hire agreement applies to all loaned/hired items.

Client is responsible for the safekeeping and return of hire equipment unless agreed otherwise.

Personalised goods are non-refundable and require a deposit when ordered.

## 7. Environment & Sustainability

Do not release foil balloons; they can cause electrical hazards and are non-biodegradable.

Latex is natural but may cause allergic reactions.  
We follow the 'Pin It, Bin It' scheme. Dispose of décor responsibly.  
We do not reuse balloons for other clients.

## 8. Safety

Balloons are not toys; adult supervision is required around children.  
Risks include choking, suffocation, injury from accessories, and asphyxiation from ribbons.  
Many displays use invisible fishing line—do not allow children to touch décor.

**Helium is an asphyxiant and must never be inhaled; inhalation can cause suffocation or death.**

Once we leave the venue, we are not responsible for the condition of decorations.  
We do not use client-supplied balloons or décor.  
Balloon gifts require a signature on delivery. If the recipient is unavailable, a collection or re-delivery will be arranged. We are not liable for late delivery due to missed handovers.  
Balloons are perishable and non-returnable. Damaged/faulty items must be reported immediately; refunds/replacements issued only after goods are returned in original packaging (postage not refundable).

## 9. Photography Disclaimer

By booking, you consent to Basically Balloons photographing our work for promotional use (including social media).  
We do not share private home addresses; only public venues are named.  
We only use our own photographs or supplier-provided product images.