

TERMS & CONDITIONS

The following terms and conditions are for The Giant Card & Balloon Company particularly relating to hire services & event decoration.

1. If any of the details on the completed customer order form or invoices are incorrect, insufficient or changed before the event please inform us as soon as possible to allow us to change our records accordingly.
2. Cancellation by the customer with less than 28 days notice will require full payment. Cancellation outside of this period by the customer will not require additional payment but all deposits from the time of booking are non refundable.
3. A 25% or £50 deposit (whichever is the greatest) is required to secure a booking. Bookings will not be guaranteed until a deposit has been received.
4. Final payment is due no later than 14 days prior to events. Failure to make payment on time will result in the booking being cancelled and full payment remaining due.
5. Hired items must be returned to The Giant Card & Balloon Company after your event. Items not returned or lost will result in the customer being invoiced at full replacement value.
6. The owner is Mrs D Frost T/A The Giant Card & Balloon Company.
7. The hirer is the lead name on the booking form.
8. At all times the hired goods remain the property of The Giant Card & Balloon Company.
9. The hirer will be solely responsible for the hired items from the time of delivery and set up and shall be alone responsible for insuring the goods until they are returned to the owner.
10. The owner will not be held responsible for any damage to persons or property whilst the goods are under the responsibility of the hirer.
11. Standard laundering of chair covers is included in our prices including stains resulting from accidental spillage of food and drink. However any damage perceived to have been caused purposefully or resulting from guests standing on chair covers or treating them without due care resulting in rips, footprints on seats, burns and drawing marks may result in us having to issue an additional laundering, repair or replacement charge.
12. Replacement cost for chair covers is £10 and organza sashes £2.00, table swags £60, lily vases £10. Ostrich feathers £4, led white light bases £25, led colour changing bases £35, martini glasses £30, individual poles and bases £35 each, framework systems £200, exploding balloon equipment £100 to £500 dependant on system, ferrero rocher stand £400, wishing well £275, crystal trees £40, crystal strands £3, starlight backdrop £2500, starlight table skirt £600, crystal globe £60, helium cylinder £400, inflatable champagne bottle £75. Other items at replacement cost.
13. Payment of your deposit and / or signature on your order or confirmation by email is deemed as you having read, accepted and understood these terms and conditions.
14. We will hold your card details as a security deposit which may be used if goods are damaged or lost. We will also invoice you first and inform you of any losses or damages before taking payment.
15. Late bookings less than 48 hours before the event will incur a 20% surcharge.