



EQUIPMENT HIRE TERMS AND CONDITIONS

AS AT 01/01/2016

By placing an order by phone, email, in person or online you are accepting these terms and conditions as outlined below.

BOOKINGS:

We accept bookings via Phone, Email, Online or face to face in our store. Bookings are accepted by staff once placed. If items are out of stock or unavailable for hire you will be advised at time of ordering if we are able to source items to fill your order.

DEPOSITS AND PAYMENT:

To confirm your order we require a \$50 deposit to be paid to secure the date. This comes off your balance. If you cancel the order this deposit is non-refundable. We are unable to secure your date until this payment has been made. Payment plans are available and the final balance is due 7 days prior to your function. Failure to make this payment may put your booking in jeopardy.

CANCELLATION:

Cancelling of hire equipment will incur cancellation charges, depending on the notice given. Cancelling with at least 90 days notice will forfeit the \$50 deposit. 60-90 days will forfeit the \$50 deposit and 25% of the total hire. 30 to 60 days will forfeit 75% of the total hire and the \$50 deposit, less than 30 days notice forfeits 100% of the booking.

WEATHER:

We are unable to cancel on the day of your event, instead we will wait for instruction for a wet weather option. In the event of the event being called off we reserve the right to recover our staffing costs, and any costs incurred.

SETUP:

Setup is available and must be booked when placing your order for hire equipment. There is a minimum charge of \$100 for this. Setup times are agreed, and it is your responsibility to ensure someone is there to allow access to the venue at the time required. Failure to do this may result in extra charges to recover staffing cost.

ORDER ALTERATIONS:

Alterations to numbers are not permitted within 14 days of your event. This is when final numbers are due. We may accept additions pending equipment availability. This final figure is the amount you will be invoiced

For a current copy of our Hire Equipment Terms and conditions, please see www.balloonworx.com.au and follow the links.