

How to care for your balloons

We hope you love your balloons as much as we loved making them but, to keep them looking their best for as long as possible, there are a few things you need to know...

Keep your balloons away from direct sunlight, radiators, open windows, doors and sharp objects, they are fragile and will burst.

Helium expands in warm temperatures so balloons can burst if left in front of windows, in conservatories, cars etc. Avoid very low temperatures too as this can affect the float time of the balloon, balloons prefer to be in a room temperature environment.

Our balloons look good enough to touch but please handle them with extreme care as they are delicate. It is best to keep little fingers away from the balloons as they are not built to be played with (at least until the party is over!)

Check the area you wish to display your balloons in to ensure there are no sharp edges, or rough surfaces as this will puncture your balloons.

Bubble Balloons

If you follow the above guidelines your balloon should float for between 5 to 10 days. The writing will bubble or wrinkle slightly after 24 to 48 hours as the balloon slowly reduces in size, this is part of the balloons natural "ageing process" and cannot be avoided.

Latex Balloons

11" latex balloons generally last between 12-20 hours filled with helium, and about 2-3 days when treated with Hi-Float.

Foil Balloons

Foil balloons last approx. 5-7 days.

Orbz & Cubz Balloons

Average good float-time 2-3 weeks but may last longer depending on conditions.

Organic Air-Filled Displays

Air-filled balloons generally last for a couple of weeks, but will not float.

Helium

Please do not inhale the balloon gas inside your balloon as it is dangerous and can cause loss of consciousness or death.

Environment

We take environmental issues very seriously and feel it is important to point out that we do not advocate the releasing of balloons.

What are our Balloons made from?

Latex is a natural product derived from trees and is therefore biodegradable. The production of latex is a natural process of many plants, and tapping of the trees does not harm them. Latex harvesting discourages deforestation because latex-producing trees are left intact. A tree can produce latex for up to 40 years. Latex balloons are made from the sap of a rubber tree so they're completely natural.

What happens to the balloons when you're done with them?

Latex balloons are 100% bio and photo degradable. In other words, latex breaks down under normal environmental conditions like other natural products. In fact, the rate of decay, under the same conditions, is approximately the same as that of an oak leaf.

Are balloons a serious choking hazard?

Uninflated and broken balloons may be a choking hazard for small children. Adult supervision is always recommended around balloons for this reason. We encourage discarding of broken balloons at once to avoid any mishaps with children picking up scraps. Reports of children choking on balloons are rare. With proper adult supervision, the risk can be eliminated entirely.

Events:

Balloon Chic Boutique specialises in providing you with bespoke balloon creations for any occasion.

We cater for all event types, Weddings, Birthdays, Baby Showers, Corporate launches, Christening, Anniversary, Christmas, Photo Shoots, Parties with every aspect carefully planned and tailored to your requirements.

We provide advice on how to best dress your event, or promote your brand to create an unforgettable occasion that is spoken about long after your event is over. We can tailor ideas to suit all budgets and venue size.

Products we provide include: Organic Balloon Garlands, Props, Center pieces, Columns, Walls, Orbz, Bubbles, Helium Bouquets, Number clusters, Bubble Clusters, Stuffed balloon Gift, Stuffed Cluster Gift, Hot Air Bubbles, and bespoke designs too! All Balloons are Hand crafted and designed with love just for you!

About us:

Balloon Chic Boutique are based in East Grinstead, West Sussex.

We are professional balloon artists and use the highest quality bio-degradable balloons.

We pride ourselves on our attention to detail, exceptional customer service and commitment to creating outstanding bespoke designs.

When you place a booking with us it is your responsibility to read these terms and conditions, by proceeding with your order you are confirming you agree. If you do not agree please contact us to let us know and we will cancel your booking.

Terms & Conditions

Please read these terms carefully before ordering any Goods from us. By ordering any of the Goods, you agree to be bound by these terms and conditions. You should print a copy of these terms and conditions for future reference.

IMPORTANT INFORMATION PLEASE READ BEFORE CONFIRMING BOOKING/ORDER

Your statutory rights as a consumer are not affected by any of the following terms and conditions.

All prices quoted are in Pounds Sterling. Every effort is made to display prices correctly but on rare occasions if an error has occurred, Balloon Chic Boutique will correct this and inform the customer accordingly and the customer can then decide to proceed or cancel the order.

Please print your invoice confirmation as your receipt of purchase.

Please note, a quotation does not confirm your booking.

Once a booking deposit/full balance where necessary, has been received, then your booking is confirmed.

Bookings/Damages/Security Deposits

Our stocks, whilst comprehensive, can be exhausted at peak times. We work strictly on a first come first served basis so please book early. Last minute bookings may restrict the services we can offer you. All bookings must be secured with a non-refundable deposit at time of booking to secure the event date. For Cancellation of booking or venue/date change see below. The deposit amount will be deducted from your final balance which will be due no later than 2 weeks prior to your event date. Failure to do so could result in the loss of your deposit & cancellation of your booking without notice. It is the responsibility of the customer to pay on time, we do not send out reminders. Bookings made less than 2 weeks before the event require full settlement immediately. We DO NOT under any circumstances give credit. Confirmation of your booking will be emailed to confirm full payment & order details, please keep this as your proof of payment & booking.

Hire Equipment

All materials left on site will be owned by the client unless your booking includes 'Hire equipment' from Balloon Chic Boutique.

Balloon Chic Boutique will only use equipment we own & supply, we do not use venue equipment. It is the responsibility of the venue to supply staff to install any decor at height under our instruction. Once Balloon Chic Boutique have left your venue, we are no longer responsible for damage/bursts/loss of any kind. Once displayed, we do not recommend relocating any displays we create.

A returnable 'security' deposit depending on the value of the hire equipment used will be calculated and added to the value of your booking. Upon safe return of such equipment after your party/event, your security deposit will be returned in the same manner it was given.

Where Hire equipment is returned later than agreed, a daily hire charge of £5 will be deducted from your security deposit up to a maximum of 7 days after your event. Where Hire equipment is not returned more than 7 days after your event, you will lose ALL of your security deposits from all services hired. We will then forward an invoice for payment to cover the balance cost of the equipment not returned. We rely on quick hire return to ensure we do not jeopardise future bookings. Unless specified on your booking agreement, it is the responsibility of 'the hirer' to return all hire equipment to Balloon Chic Boutique no later than two days after your event. Where hire equipment is left at your venue overnight, you are still liable at all times. Collection may be possible; however, this must be booked in advance and will incur a charge depending on the mileage.

Should any Balloon Chic Boutique property deemed to be 'on hire' suffer damage of any degree it is the responsibility of the named client ('the Hirer') at time of booking. This may result in partial or full loss of 'security' deposit. Balloon Chic Boutique are no longer liable for décor once we have left your venue or décor has been collected. Please be aware heat, cold and static could reduce float times or even burst your balloons. Where services are collected from Balloon Chic Boutique you are not covered for damages once it has left the care of our premises. Should balloons/hire services be damaged after this time, no refund will be given, charges may be incurred to fully replace any damaged 'on hire' equipment. Balloon arches built on hire frames are not to be removed or taken down unless agreed with Balloon Chic Boutique staff.

Where venue staff/clients have moved/re-arranged décor/Hire equipment and damage occurs, we are not liable, responsibility stays with the Named 'hirer/client' on your agreement. It is entirely up to the 'hirer/client' to seek any recompense directly with their venue contact or any third parties that may have been in contact with hire services equipment or direct purchase services.

Please make sure you have adequate ceiling height for our equipment. All our equipment is for hire only.

Delivery, set up and removal, if applicable, will be included in all quotes. If Command Hooks are used for Freestyle Organic Garlands, please ensure your wall is suitable. No liability will be accepted by us if any damage should occur.

Depending on how big your event is, please allow approximately 2-3 hours for set up.

Venue Access Restrictions

If for any reason, access to the venue is restricted or denied at the stated time of delivery there is a risk your decoration will not be completed.

All orders submitted from this web site including email purchase orders and telephone confirmed orders are deemed to constitute acceptance of these terms and conditions and also to take payment for balloons and any additional items selected. A contract between the customer and Balloon Chic Boutique will only be completed upon authorised payment receipt according to our booking invoice. We reserve the right to substitute your balloon and or/gift with a similar choice if your first choice is out of stock. Where there is sufficient time before dispatch/event, the customer will be contacted and an alternative offered. Where products used in your design are clearly stated as "non stock items" we require at least 7 working days after cleared full payment to order in your products. Please note: emailed images may not always reflect true colours. Where a 'themed' product is offered, we will choose the product to suit your occasion and the price band you choose.

Once your order/booking has been handed over to the recipient/delivered, Balloon Chic Boutique are no longer responsible and refunds will not be given if the balloon/s are not passed to the correct recipient. All balloons are perishable goods and Balloon Chic Boutique will not accept returns and unwanted balloons. In the unlikely event of a product defect the customer must inform Balloon Chic Boutique straight away within 24 hours from receipt of the balloon/s. The balloon/s must be returned within two days of receipt. Failure to follow these guidelines may result in the claim being rejected. When additional products have been supplied the refund amount will only apply to the defective product. Where obvious damage has been caused by a third party, Balloon Chic Boutique will not offer a refund.

In the event of a claim, settlement will be limited to the value of the goods, if defective or damaged and will in no way extend to consequential loss, howsoever caused.

Where orders are for custom printed goods, we cannot cancel orders once printing has been processed. Notice is required at least 14 working days prior to quoted delivery date. However, once the goods have been dispatched and by virtue of the Distance Selling Regulations Balloon Chic Boutique will be exempt from giving cancellation rights. Refunds will only be issued for faulty goods or goods not delivered due to Balloon Chic Boutique. No refunds will be given for late deliveries. It is the customers responsibility to choose the correct delivery method. Any dates quoted for delivery of orders are approximate only and Balloon Chic Boutique shall not be liable for any delay in delivery however caused. Time for delivery must be specified at time of order and must be a minimum of two working days prior to delivery date required unless previously agreed by Balloon Chic Boutique.

Safety Caution Note

Please remember it is not safe for children to be left unattended with Balloons.

Foil balloons and latex balloon with/without ribbons/valves attached must NEVER be released outdoors.

Health and safety

All balloons must be burst and disposed of responsibly and respectfully with your recycling services at the end of their use.

Balloon Chic Boutique will not be held responsible for injury of any degree, it is the sole responsibility of the 'client/purchaser' to ensure all decorations, packaging & equipment are safe in the presents of others and are disposed of responsibly. Balloon Chic Boutique will

not be held responsible for any injury, physical or otherwise caused due to misuse of Balloons or partyware. Where displays/materials are on public rights of way the client/customer is solely responsible to acquire necessary permissions from local authorities/land owners/health & safety to do so. All materials left on site unless otherwise stated to be 'on hire' are the sole property of the client/customer.

Local balloon deliveries/collections

We offer to supply gifts and helium filled balloon/s with the customer's ideas in mind. Balloon bouquet's will be secured to a weight. A member of our team will personally hand deliver your bouquet or gift to the address given at time of order on the day requested. Full cleared payment must be received at least 2 weeks prior to delivery expected time, late payment may result in cancellation of your order.

All orders will be quality checked prior to collection/delivery, once handed over, Balloon Chic Boutique are no longer liable for damage/bursts/loss of any kind.

Personal Details

All personal details obtained between the customer and Balloon Chic Boutique are Private & Confidential. Details obtained as part of using our service will never be passed onto a third party. We reserve the right to alter or change any part of our terms and conditions without notice.

Privacy Policy

Balloon Chic Boutique is committed to protecting the privacy of its users. This Privacy Policy is designed to help you understand what information we gather, how we use it, what we do to protect it, and to assist you in making informed decisions when using our Service. Unless otherwise indicated below, this Privacy Policy applies to any website that references this Privacy Policy, any Company website, as well as any data the Company may collect across partnered and unaffiliated sites.

For purposes of this Agreement, "Service" refers to the Company's service which can be accessed via our website at www.balloonchicboutique.com. The terms "we," "us," and "our" refer to the Company. "You" refers to you, as a user of Service.

I. CONSENT

By accessing our Service, you accept our Privacy Policy and Terms of Use, and you consent to our collection, storage, use and disclosure of your personal information as described in this Privacy Policy. In addition, by using our Service, or services across partnered and unaffiliated sites, you are accepting the policies and practices described in this Privacy Policy. Each time you visit our website, or use the Service, and any time you voluntarily provide us with information, you agree that you are consenting to our collection, use and disclosure of the information that you provide, and you are consenting to receive emails or otherwise be contacted, as described in this Privacy Policy. Whether or not you register or create any kind of account with us, this Privacy Policy applies to all users of the website and the Service.

II. INFORMATION WE COLLECT

We may collect both "Non-Personal Information" and "Personal Information" about you. "Non-Personal Information" includes information that cannot be used to personally identify you, such as anonymous usage data, general demographic information we may collect, referring/exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit and number of clicks. "Personal Information" includes information that can be used to personally identify you, such as your name, address and email address.

In addition, we may also track information provided to us by your browser or by our mobile application when you view or use the Service, such as the website you came from (known as the "referring URL"), the type of browser you use, the device from which you connected to the Service, the time and date of access, and other information that does not personally identify you. We use this information for, among other things, the operation of the Service, to maintain the quality of the Service, to provide general statistics regarding use of the Service and for other business purposes. We track this information using cookies, or small

text files which include an anonymous unique identifier. Cookies are sent to a user's browser from our servers and are stored on the user's computer hard drive. Sending a cookie to a user's browser enables us to collect Non-Personal Information about that user and keep a record of the user's preferences when utilizing our services, both on an individual and aggregate basis. The Company may use both persistent and session cookies; persistent cookies remain on your computer after you close your session and until you delete them, while session cookies expire when you close your browser. Persistent cookies can be removed by following your Internet browser help file directions. If you choose to disable cookies, some areas of the Service may not work properly.

III. HOW WE USE AND SHARE INFORMATION

Personal Information:

In general, we do not sell, trade, rent or otherwise share your personal information, unless required to do so by law or if you violate our Terms of Use.

Non-Personal Information:

In general, we use Non-Personal Information to help us improve the Service and customise the user experience. We also aggregate Non-Personal Information in order to track trends and analyse use patterns of the Service. This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose such Non-Personal Information to our partners, advertisers and other third parties at our sole discretion.

IV. HOW WE PROTECT INFORMATION

We implement reasonable precautions and follow industry best practices in order to protect your Personal Information and ensure that such Personal Information is not accessed, disclosed, altered or destroyed. However, these measures do not guarantee that your information will not be accessed, disclosed, altered or destroyed by breach of such precautions. By using our Service, you acknowledge that you understand and agree to assume these risks.

V. YOUR RIGHTS REGARDING THE USE OF YOUR PERSONAL INFORMATION

You have the right at any time to prevent us from contacting you for marketing purposes. When we send a promotional communication to a user, the user can opt out of further promotional communications by following the unsubscribe instructions provided in each promotional e-mail. Please note that notwithstanding the promotional preferences you indicate by either unsubscribing or opting out in the Settings section of the Site, we may continue to send you administrative emails including, for example, periodic updates to our

Privacy Policy.

VI. LINKS TO OTHER WEBSITES

As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to information collected by us through the Service. Therefore, this Privacy Policy does not apply to your use of a third-party website accessed by selecting a link via our Service. To the extent that you access or use the Service through or on another website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

VII. AGE OF CONSENT

By using the Service, you represent that you are at least 18 years of age.

VIII. CHANGES TO OUR PRIVACY POLICY

The Company reserves the right to change this Privacy Policy and our Terms of Use at any time. If we decide to change this Privacy Policy, we will post these changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it. Any such modifications become effective upon your continued access to and/or use of the Service five (5) days after we first post the changes on the website or otherwise provide you with notice of such modifications. It is your sole responsibility to check this website from time to time to view any such changes to the terms of this Privacy Policy. If you do not agree to any changes, if and when such changes may be made to this Privacy Policy, you must cease access to this website. If you have provided your email address to us, you give us permission to email you for the purpose of notification as described in this Privacy Policy.

IX. MERGER OR ACQUISITION

In the event we undergo a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your Personal Information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will post the policy changes here so that you may opt out of the new information practices. We suggest that you check this Privacy Policy periodically if you are concerned about how your information is used.

X. EMAIL COMMUNICATIONS & OPTING OUT

We will send you Service-related announcements on occasions when it is necessary to do so. For instance, if our Service is temporarily suspended for maintenance, or a new enhancement is released, which will affect the way you use our Service, we might send you an email. Generally, you may not opt-out of these communications, which are not promotional in nature. Based upon the Personal Information that you provide us, we may communicate with you in response to your enquiries to provide the services you request and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes. We may also use your Personal Information to send you updates and other promotional communications. If you no longer wish to receive those email updates, you may opt-out of receiving them by following the instructions included in each update or communication.

XI. CONTACT US & WITHDRAWING CONSENT

If you have any questions regarding this Privacy Policy or the practices of this Site, or wish to withdraw your consent for the continued collection, use or disclosure of your Personal Information, please contact us by sending an email to contact@balloonchicboutique.co.uk.