

Balloon policy

What you can expect from us.

All our balloon designs are made with each individual customer in mind, colour schemes, themes and personalisation being discussed as part of the ordering process.  We take great pride in our work and care is taken to ensure everything is correct and of a high standard. This policy explains our hygiene practices as well as how to care for your balloons ensuring proper disposal, in addition to how our payment system works.

Hygiene practices

Whether a small balloon stack, helium design or large arch, in order to build balloon designs we clean down the area, as well as washing hands before and after every design. When at a venue or customer property using antibac on surfaces regularly is mandatory, whilst also wearing a mask. This is for the safety of our staff and customers, and will remain in place until the government have stated safe to work without any form of mask.

In order to ensure hygiene practices, all of our balloons are delivered in sealed packaging and ordered in amounts required for your order rather than in bulk. This allows us to open the packaging only for your order, reducing the risk of unnecessary contact.

Care of your balloons

Taking care of your balloons increases their lifespan so as you can fully enjoy them for as long as possible. Whilst we take care to treat you balloons prior to handing over or leaving the premises, there are a few points to remember as certain conditions can cause changes in their condition.

In instances where balloons are outdoors, particularly in the sunlight balloons will start develop a matt/cloudy effect. This is known as oxidisation and unfortunately is something which can only be slowed down to a point with the “Hi Shine” treatment we use.

Balloons whether air filled or especially helium filled are inevitably affected by temperature.  Please remember heat can cause balloons of any sort to pop so we recommend placing away from any heat source, particularly radiators, fireplaces or direct sunlight if outside.  Any balloon garlands or clouds collected from us and displayed on a wall or from the ceiling, it is recommended you consider a place away from any electrical light sources.

In the same way heat can affect any of our balloons, the cold can cause balloons to deflate, particularly those with foil as part of the design.  Never leave balloons in the car or store outside in temperatures less than you would comfortably have your home.

Collecting and travelling with your balloons.

* Whilst we are happy to deliver balloons in a small radius, there are a few things to consider if you collect balloons from us.
* Place separately on a soft, clean surface ideally on your back seat or boot space.
* We would never recommend placing balloons on top of each other as this can cause friction and popping.

Disclaimer.....

Please ensure you check all balloons on collection, in the same way when we deliver to make sure you are happy with our work and the condition of your balloons before you leave us or we leave your property/venue...  Once we then part company, your balloons are then no longer the responsibility of Celebrate In Style - with Clair Louise.

Disposing of your balloons

As responsible balloon suppliers, we endeavour to source bio degradable and environmentally friendly products where we can. That said it is not always possible depending on what the customer has requested. In order to ensure responsible care of the environment we ask you follow the POP IT – BIN IT rule when you have finished with them.

In addition - Celebrate In Style - with Clair Louise will not be supplying balloons for memorial releasing.

Payments

Many of our designs will be bespoke to each customer request, and therefore charged accordingly and discussed with you before any agreement to undertake a design or request for payment is made. Prices varying dependant on what is included in the design (ie the number of balloons in an arch or florals) Once a deposit is paid you are considered to have accepted terms and conditions laid out within this policy.

Unlike our venue styling and planning products the cost of balloon designs is relatively low. With this in mind, we ask a 50% deposit to secure you date with the remaining balance being due no later than a week prior to collection or delivery. Should any remaining payment not be received by the requested time Celebrate In Style – with Clair Louise reserves the right to refuse services and any deposit paid would not be refunded.

In addition, notice of cancelation of a minimum of 1 week is requested in order to receive a refund. Should less than a week’s notice be given we again reserves the right to retain any deposit paid.

In order to make the ordering process easier and run smoothly for our customers, we have two methods of payment.

Bank transfer

Celebrate In Style – with Clair Louise

Account Number – 13672877

Sort code – 04 – 06 - 05

Alternatively there is an option to make payment via PayPal, the details of which can be found via our email address admin@celebrateinstyle.co.uk or our mobile number 07984229248.