



The Look Events

Styling & Hire

Balloon Garland T&C

Home installation

Backdrop stands are our preferred method of installation. Backdrops are installed in front of a wall to reduce the risk of the frame toppling over. We are not liable if children topple the frame over. Outdoor installations are permitting weather, we are not liable for any damages caused by weather, e.g. wind.

We use removable Command hooks against most commonly glass window or plaster wall, which can be easily removed by pulling the adhesive tab downwards. Please make sure you do this slowly so that the tab comes off in one piece, as improper removal may cause damage to your wall such as paint peeling etc. No liability will be taken should this happen.

Venue installation

Command hooks are generally allowed to be used against glass window or acrylic panel if available, but not on the wall (some venues are very strict). It is your responsibility to get approval from the venue manager to use Command hooks. No liability will be taken should the hooks cause damage to the surface they were stuck on, as we will not be the one to remove them.

If hooks were not allowed and there are no other rigging options available (such as ceiling beams etc), then you will need to hire a backdrop.

Set Up and Props

If we are fixing your garland to a backdrop, the prop must be ready at the designated set up time. We are always under tight schedule and will only have a limited amount of time on site. If personal prop is not ready when we get there, unfortunately we will have to install the garland temporarily elsewhere which you can move later on. If props are hired from us, they are placed after garland is complete.



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How long do balloon garlands last?

It goes without saying that with balloons, their lifetime is affected by the condition they are in. If you keep them indoor with no direct sunlight, air conditioning, or heating running in the room, they will last up to a few weeks or a month. When balloons are oxidised, they will lose their natural shine and become matte and dull in appearance, confetti balloons will become cloudy. Balloons will also shrink faster on a cold winter night or in a room with air conditioning. With outdoor installation, balloons may oxidise as quickly as half an hour. Some balloons may pop randomly on a really hot day. Generally, you can only assume outdoor garland to last for the day. Outdoor installations are weather permitted as they are susceptible to popping due to direct sunlight and heat. After outdoor installation is complete, we are not responsible for any balloons that may pop or deflate.

Can you replicate a photo of garland I sent you?

Given the organic nature of garlands, no two garland can be made exactly the same. The colours and composition will be the same (or a close match), however the shape or the end result will never be identical to your inspiration photo. We have a certain formula in working out the amount of balloons we use.

- Please note that your garlands may appear shorter or longer due to its natural curves. Garland length is measured when they lay flat and straight.

Refund

We prepare your order as soon as you put down a deposit (stock ordered, etc) so refund is strictly not available once you have paid in full. Strictly no changes are permitted within 24 hours of installation date, whether it be event location, colour scheme or composition, or set up time.

What do you do with the balloons afterwards?

There are a few options - you can pop the jumbo balloons and take the rest home or you can get the kids to pop the balloons and they'll have the best time of their lives. Pull down only includes the backdrop (if used) or removal of additional props. The balloons are all yours. Disposal fee applies if you require us to remove the balloons after the event.



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Damages

The Hirer must return the Equipment to the Supplier in good working order as it was in when the Hirer received it, ordinary fair wear and tear excluded. The Hirer accepts full responsibility for the Equipment once they take possession of the Equipment. The Hirer is liable for the replacement cost of any Equipment that is stolen, goes missing, is vandalised or broken. If the Equipment is damaged or becomes unsafe to use during the Hire Period the Hirer must: (1) immediately stop using the Equipment and notify the Supplier; (2) take all steps necessary to prevent injury to persons or property because of the condition of the Equipment; (3) take all steps necessary to prevent any further damage to the Equipment itself; and (4) not repair or attempt to repair the Equipment without the Supplier's written consent. If the Equipment has broken down or becomes unsafe to use because of the Hirer's negligence or if the Equipment is lost, stolen or damaged beyond fair wear and tear during the Hire Period, the Hirer will be liable for: (1) any costs incurred by the Supplier to recover and repair or replace the Equipment; and (2) the hire charges for that portion of the Hire Period during which the Equipment is being recovered and repaired or replaced. The Hirer is responsible for any damage to another party property due to their use of the Equipment.

Warning!

Balloons

Choking Hazard: Children under 8 yrs can choke or suffocate on uninflated or broken balloons. Adult supervision required. Keep uninflated balloons from children. Discard broken balloons at once