

Terms & Conditions

IMPORTANT NOTE

Please double check all the details of the order including contact information, delivery/pick up time and date, delivery address (if applicable) and inform us of anything which is incorrect.

Terms & Conditions

1. Balloon Decorations

a. After pick up/delivery

Once balloons have been picked up from the shop or delivered to the venue, One Stop Party Shop will not be responsible for any damage sustained to the balloons or decorations whilst in your or the venue's care, nor will we take responsibility for issues arising from incorrect storage or from unsatisfactory transportation after they have left our care.

b. Storage

It is always recommended that balloons of all types are stored at room temperature rather than anywhere that can get too hot or cold. Also make sure that there are no sharp edges or corners where the balloons are being stored or transported and do not compress the balloons as this may cause them to burst.

c. Hi-Float

To extend the float time of latex balloons, we can add a non-toxic, water soluble gel before inflation called Hi-Float. Providing the balloons are permitted to float freely at room temperature for 4 to 5 hours to allow the gel to dry properly, the balloons will float for an extended period. Please note, the float time varies depending on the temperature, humidity and location of the balloons (i.e. indoors, outdoors, in the presence of air-conditioning etc.).

d. Float Times

Not all balloons float for the same time. The table below will give you an indication as to the approximate float-time for each balloon.

| Balloon Type | Without Hi-Float | With Hi-Float (See below) |
|----------------------------|------------------|---------------------------|
| 11" Latex | Up to 12 hours | Up to 10 days |
| 11" Latex (Double Stuffed) | Up to 10 Hours | Up to 5 Days |
| 16" Latex | Up to 30 hours | Up to 3 weeks |
| Foil/Mylar | 3+ days | N/A |
| Bubble/Deco Bubble | 2+ weeks | N/A |

e. 3rd Party Balloons

For safety, only balloons carrying the  symbol will be inflated. Whilst we take every care inflating any balloons that you purchase from a source other than One Stop Party Shop, we will not be responsible for the quality of these balloons. Payment must be made before we can inflate and no refund will be given due to faults, deflation, burst or damaged balloons.

2. Delivery

a. Charge

There is a flat rate charge of £5 for deliveries within a 3-mile radius of One Stop Party Shop. Other locations will incur a surcharge available on request.

b. Contact details

Please ensure that the contact details that are given to us are accurate and that someone will be available on the delivery day on the number given in case there is an issue with the order that we need to discuss. If these details are incorrect or no one is available on the day of the delivery, One Stop Party Shop will not be held responsible for any issues that arise consequently.

c. Delivery Time window

We request an earliest and latest time that the delivery can be made, and we will do our best to deliver within these times. On occasion, this may not be possible due to circumstances beyond our control, in which case we will contact you on the number you have provided when your order was placed. However, we cannot be held responsible if the number is not contactable.

d. Delivery address

When you place your order, you will be asked for the delivery address. Please ensure that it is accurate and includes the correct postcode. We cannot be held responsible for incorrect or incomplete information. We also require that the venue we are delivering to, is fully aware that decorations are being delivered and that we will have access to the venue or a room where the balloons can be stored at room temperature.

e. Redelivery

We will attempt to deliver to the address given with the order within the time window given. If after making reasonable attempts to make the delivery it has not been possible for reasons outside of our control including, but not limited to incorrect address details, venue not open, no one available to take the order etc., we will attempt to contact you on the number you have provided to rearrange the delivery at an extra cost.

3. Pick Up

a. Collection Time

If you have elected to collect your balloons from the shop, we will ask for a time you would like to pick up your balloons. We will aim to have them ready to collect for the specified time. However, on occasion due to circumstances beyond our control, there may be a slight delay while we finish off the decorations for you.

b. Arriving Early

If you would like to change your pick-up time to earlier in the day, please call beforehand to give as much notice as you can so we can try to rearrange the schedule. Whilst we will do what we can to get them ready for you at your revised time, this cannot be guaranteed. The more notice you can give us, the more likely it is that we can get them ready for your earlier time.

c. Arriving Late

If you do not pick up your order on the date arranged, the balloons will be held until the next working day, after which they will be used for display purposes or dismantled at our discretion. If you wish to change the date of collection, please let us know as soon as possible. If the balloons have already been inflated, they may need to be replaced when they are picked up and this will incur a further charge.

4. Cancellation, Alteration & Refunds

a. Cancellation

Once a balloon order has been placed, it represents a contract to provide services. If you decide to cancel the order, in legal terms we are not obliged to refund any of the money that has been paid. However, if the order is cancelled, no less than one month before the date required, we will offer a credit note for the value of the order up to a maximum of £50.

b. Alterations

i. Quantities

If, after placing your order you require a change in quantities, any extras can be paid for by mutual arrangement. If you need to reduce the order, we must be notified no later than one week before the date the balloons are required. Any refunds will be by credit note up to a maximum of £30.

ii. Appearance

We will do our best to alter colour schemes and designs after an order has been placed however, although we will do our best to accommodate any changes, this may not always be possible depending on stock and timescales etc.

iii. Pick Up Date/Time

Should you wish to change the pick-up/delivery date and/or time of your orders please notify us at least one week before your order is due for pick up/delivery and we will do our best to rearrange although this may not always be possible.

c. Faulty Balloons

We aim to inflate balloons in plenty of time before they are picked up or delivered in order to identify any manufacturing faults that may be present. This may not always be possible if orders are placed last minute. On the rare occasion that a balloon deflates, please return the balloon to us in a reasonable time so it can be examined. We will then be able to check the balloon for signs of puncture marks, external pressure and other accidental causes of balloons deflation or damage. If it is deemed to be a faulty balloon, we may return it to the manufacturer and if appropriate, we will replace it, or if not, issue a credit note to the value of the balloon. If the balloon is not returned, or if we discover signs of damage caused whilst in your care, we reserve the right not to offer a replacement or credit note.

d. Returns Policy

Unless an item is faulty, any undamaged returns will be refunded with a credit note valid for three months from the date of issue. All returns are accepted only at the discretion of the management.

5. Safety

All balloons and accompanying products are not suitable for children under 24 months. Please note balloons are not a toy and children must always be supervised. We also strongly discourage the inhalation of helium. Although not poisonous, Helium gas can cause death by asphyxiation or serious lung damage. This warning is endorsed by the British Compressed Gas Association. One Stop Party Shop cannot be held responsible for injury or accidents caused by the breach of this condition.

6. Consumer Contracts Regulations (Formerly Distance Selling Act)

Any orders placed via email or telephone are exempt from the Consumer Contract Regulations as any balloons and/or balloon decorations are classed as perishable once inflated.

7. Equipment on Loan & Deposits

All deposits must be paid in cash or by direct bank transfer and will be returned by the same method. If paying by Bank Transfer, please ensure you supply bank details for the deposit to be returned.

a. Equipment on Loan

Whether a deposit has been taken or not, if equipment is provided as part of a service, such as arch frames, column formers, magnets, lights etc. and it becomes damaged or is not returned or available for collection, we reserve the right to invoice for the costs incurred to repair or replace the equipment in question.

b. Helium Cylinders

A £50 deposit is required for each cylinder hired. This will be returned in full when the cylinder and valve are returned undamaged. If either cylinder or valve are damaged while in your care, the deposit will be used towards the cost to replace the cylinder and/or valve. If the damage is extreme or both cylinder and valve are lost, an additional charge of up to £400 may be levied to cover the cost of replacement. In addition, if the cylinder is kept for longer than one calendar month without prior arrangement, £10 will be deducted from the deposit for each additional month or part thereof, to cover the cost of the additional monthly hire charge. If the delay in returning the cylinder exceeds 5 months, we reserve the right to issue invoices to cover these additional charges. For cancellation of a booking, please refer to the table below.

c. Candy Cart

A £100 deposit is required for the hire of the Candy Cart and/or bowls and utensils. The deposit will be refunded in full once the Candy Cart etc. is returned/retrieved and is checked for damage. We reserve the right to retain some or all of the deposit to cover repair of any damage or replacement of any missing parts/items. For cancellation of a booking, please refer to the table below.

d. Popcorn/Candy Floss Machine

A deposit of £50 is required at the time of booking either machine to secure the booking. This deposit will be used against the full payment of the machine hire. If the booking is cancelled a proportion of the deposit may be retained as follows –

| Cancellation notice | Percentage of deposit returned |
|---------------------|--------------------------------|
| 2 months or more | 100% |
| 1 – 2 months | 50% |
| Less than 1 month | 0% |

Please note, this table applies to deposits for hired items only.

e. Balloon Decorations

For balloon decoration orders over the value of £50, a minimum deposit of 50% may be paid with the order, with the balance paid no later than 7 days before the event. Any balloon decoration orders for less than £50 must be paid in full at the time of placing the order.

8. Payment Before Inflation

In all cases, unless otherwise arranged, we require full, cleared payment before we will inflate any balloons.