



TERMS OF SERVICE

BOOKING & PAYMENT

A **non-refundable 50% retainer** is required to secure your event date. The remaining balance is due **no later than 3 days prior to your event**.

An invoice for the remaining balance will be sent approximately 2 weeks prior to the event date.

Failure to pay the remaining balance by the due date will result in cancellation of services without refund of the retainer.

Bookings made within 3 days of the event require **full payment upfront**.

CANCELLATION & RESCHEDULING

All payments are non-refundable.

One reschedule may be allowed if requested at least **7 days prior to the event**, based on availability.

Rescheduled events must take place within 180 days of the original event date.

Emergency situations may be considered at Popberry Balloons' discretion.



WEATHER POLICY

Popberry Balloons is not responsible for weather-related damage including heat, wind, rain, or humidity.

Balloons are sensitive to environmental conditions and may pop, deflate, oxidize, or shift.

Outdoor setups are accepted at the Client's risk. No refunds or replacements will be provided due to weather conditions.

Indoor setups are strongly recommended during extreme weather.

INSTALLATION & ACCESS

The setup area must be clean, clear, and accessible at the agreed time.

Delays caused by the Client or venue may result in additional fees or reduced setup time.

Popberry Balloons is not responsible for any venue restrictions or limitations.

DAMAGE & LIABILITY

Once installation is complete, the Client assumes full responsibility for all decor.

Popberry Balloons is not liable for damage caused by:

- Guests (including children)
 - Pets
 - Weather
- Movement or tampering after setup

The Client agrees to cover the cost of any rented items that are damaged, lost, or stolen.



SAFETY

Balloon decor is not a toy and should be handled with care.

Children must be supervised at all times around installations.

Popberry Balloons is not responsible for injuries related to misuse of decor.

DESIGN & SUBSTITUTIONS

Every effort will be made to match the requested design, colors, and style.

Due to product availability, Popberry Balloons reserves the right to make minor substitutions of equal or greater value.

PHOTO RELEASE

Popberry Balloons may photograph completed setups and use images for marketing and social media.

Clients may request to opt out in writing.

REFUND POLICY

No refunds will be issued after services have been rendered.

If Popberry Balloons is unable to fulfill the order, a full refund will be provided.



AGREEMENT

By paying the non-refundable 50% retainer, the Client acknowledges and agrees to all terms and conditions outlined in this document.

Bookings are not confirmed until the retainer has been received.

Popberry Balloons

