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### **General Hire Terms & Conditions**

All hire equipment must be returned to the branch of Balloons Galore from which it was hired within 3 days of this hire agreement being signed. Late returns of cylinders, valves and/or other hire equipment will incur a \$10.00 per week hire fee, unless prior arrangements have been agreed to by management of Balloons Galore.

#### **In these conditions:**

- The 'owner' is Balloons Galore.
- The 'customer' is the person, firm or corporation named on the face of the hire order.
- The 'goods' mean all equipment including accessories supplied to the customer.

The customer agrees to keep the helium cylinder, valve and/or other hire equipment under their supervision at all times from when they take charge of the said items, either being delivered or picked up from store until it is picked up by the driver or returned to the correct branch of Balloons Galore by the customer.

All items are pre-tested before they leave the premises to ensure good working order. All cylinders are pressure measured and valves tested.

Each cylinder size is quoted with an approximate number of balloons to be inflated. **IT IS A GUIDE ONLY.**

All hire equipment shall be returned in the state that it has been hired. Goods are to be washed, cleaned and packed where applicable and all items should be stacked and packed ready for pick up.

If goods have not been stacked or cleaned where stated, charges for driver time and cleaning may be incurred. Jukebox and Karaoke set-up to be left on site as is, the driver will disassemble.

Any hired items that have been damaged should also be returned to the owner or it shall be deemed as missing.

Damages caused to equipment while in the possession of the customer that is not deemed to be normal wear and tear will incur charges, please see in store for details.

### **Delivery and Pick-up**

- Delivery and pick-up is at the customers' expense.
- Prices quoted are for delivery and pick-up of goods on street level only. **A \$40.00 surcharge will apply if venue isn't located on the ground floor.**
- The owner will do its best to carry out all delivery instructions but will not accept any responsibility if the goods delivered are not done so at the specified time due to circumstances out of our control or heavy workloads during peak periods.

### **Bond**

Customers are required to either leave credit card number as security for a \$50.00 bond in the event of the hired items above not being returned or damaged.

### **Payments and Cancellation Fees**

- Minimum of 30% deposit within 7 days of booking to confirm order.
- Balance prior to delivery or on pick-up.
- Cancellation within 30 days, a full refund will be given.
- Cancellation within 48 hours will incur a 50% cancellation fee on the cost of the hired item.
- Cancellation of cylinder hire on the actual date of the function will result in a fee of \$10 for regulator hire.
- Cancellation on the day of the function will result in 100% cancellation fee of the hired item.
- Delivery and pick up charges will be refunded where applicable.

### **ID Requirements**

Photographic ID required for proof of identity with current address.