The Asah Company

Terms and Conditions

- A 50% non-refundable deposit will be required to secure your booking. It is not a booking until funds are received. A date cannot be held and we work on a first come first served basis.
- The Final balance is due 72 hours before the event. A reminder a week before will be given and a final reminder will be given 72 hours before the event. Created to Love Events have the right to cancel bookings if funds have not been received.
- Your booking will be confirmed via email once the deposit has been received.
- Once your deposit has been received materials will be ordered for your event.
- In the event that a request is made to make major changes to your display we will do
- our best to accommodate your request and an additional fee will be required for materials. Major changes can only be made up to a month before the date of your event.
- We do not offer refunds however dates are transferable depending on availability.
- Should for any reason the date of your event change, please give us as much notice
- as possible to secure your booking on the next proposed date.
- All balloons provided are 100% latex so please make us aware of any allergies.
- Please note that un-inflated balloons or balloons that burst can become a choking
- hazard. Please ensure children and pets are supervised at all times.

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Installation

- Permission must be given and arrangements must be made ahead of time in order for us to gain access to the premise for delivery/installation and collection.
- Sufficient information must be given with regards to the area in which you want your display to be installed. This is to ensure it is done safely as well as upholding its aesthetic value for your event.
- Videos/pictures of the premises and area of where you'd like your display will be required. Depending on the event and venue, we may also require to visit the premise to inspect ourselves.

- Once the display is complete and you are happy with the result, the display will be your responsibility and Created to Love Events will not be liable for any damages that may occur.
- In the event that any items/props are damaged/stolen/lost, you will be liable to pay this back in full.
- In the unlikely event where we are liable for any issues that happen with your display during your event, with our discretion we will talk through our discretionary process with you.

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Prop Hire

- Frames/Props/Florals are HIRE ONLY
- All props are hired out on a 24 hour basis. If you would like longer please confirm this when making the booking so we can make sure we have availability for your requested duration.
- Collection can be made the day of or the day before your event
- You may be required to send smaller hire pieces through the post (more information will be given at the time if required to do so)
- Please ensure children and pets are out of reach of our props
- If our props/ florals are collected either damaged or are lost/ stolen you will be required to pay in full and an invoice will be sent accordingly.

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Balloon Aftercare

• Balloons are delicate so please handle with extreme care
• Please ensure balloons are kept away from sharp objects
• We advise that little children are supervised from displays to ensure they aren't tampered with to sustain its aesthetic value and durability. Balloons can also be a choking hazard to please supervise children/pets at all times.
• We recommend that you do not store balloons in garage/shed or any harsh environments
• Where possible please keep your balloons at room temperature. Be mindful of drastic temperature changes
• Keep balloons away from direct heat/sunlight as this can cause balloons to expand/ fade which can result in balloons popping.
• Darker coloured balloons absorb sunlight easily which can change their appearance to a matte affect. Equally, cold temperatures can affect your balloons causing them to shrink.
• Indoor installations - Balloons can last up to 3 weeks depending on aftercare however the oxidisation process will become visible. Due to exposure to heat/humidity and light, balloons will obtain a cloudy, velvety appearance in approx. 48 hours indoors

Outdoor installations

• Due to the oxidisation process, outdoor balloons will last up to approx. 24 hours. Therefore, all outdoor balloon installations are double stuffed to ensure durability for the day of your event.

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The Booking and Payment Process

- Once you have filled out your booking form in detail we will send you a document that includes visual concepts and digital mock ups of different designs within your budget. We will then continue to make any appropriate edits needed until you are happy with your visuals and quote.

- A booking is secured with us upon receiving a deposit. We are not able to secure dates without this. Therefore, once you have received your visual concept and are happy to go ahead, we require a percentage of the booking to secure your date and design with us. The remaining balance is then required 72 hours before the date of the event as this is when the preparations start.

The payment breakdown are as follows:

- If you're booking is under £350 we require 50% of the booking as a deposit and the remainder 72 hours before the event.
- If you're booking is between £350 - £600 we require 35% of the booking as a deposit and the remainder 72 hours before the event.
- If you're booking is over £600 we require 30% of the booking as a deposit and allow up to two instalments to complete the remaining balance. The outstanding balance is to be paid no later than 72 hours before the day of the event. Please note that the date of the payments would be agreed within the booking process.