

## **INSTALLATIONS**

The Creative Director overseeing the installation should receive any permits, access passes, gate/room access cards, wrist bands, etc., 24 hours prior to the date of installation to ensure access to the venue. If access is denied at any time, for any reason, including failure or lack of communication, it will result in items not being installed punctually or adequately, and possibly not at all. If this occurs, the Client agrees that IC will not be held liable.

- All installations require a minimum of 2 (two) hours for orders totaling \$150-\$450.
- All installations require a minimum of 3-4 (three-four) hours for orders of \$450-\$650.
- All installations require a minimum of 4-5 (four-five) hours for orders \$651+.

If any orders are of intricate detail, large capacity, or for any other reason that requires more than 4 hours for installations, they will be documented and adhered to in order to receive a quality installation. Please see pricing for delivery and installation fees. Please see pricing for delivery and installation fees.

## **CLIENT INSTALLATIONS**

- If applicable, the Client may transport and install their order themselves.
- This must be communicated in writing prior and will not be changed after signing the Terms & Conditions.
- The Client agreeing to transport and install the order themselves, will have the delivery and installation fee waived.
- The Client agreeing to transport and install the order themselves, also relinquishes IC of any/all responsibility for the order once completed and paid for, including the outcome of the installation.

## **IC INSTALLATIONS**

- There will be a delivery and installation fee, figured into the pricing for the event during the booking stage.
- Failure to have the entire balance paid for, regardless the dollar amount, will result in a cancelled installation and forfeited payments, which cannot be refunded or transferred.

- A team from IC, including your Creative Director, will arrive at the venue at designated time for installation.
- Our team will need to unload the equipment and decorations to the designated area, set up a designated working space, free from interruption or traffic from other vendors.
- The time designated for the installation will be utilized, however, any time left over after installation is complete, is not subject to discounts or refunds.

Any and all equipment and props are property of IC and will be returned to IC either the same

day, after the event or the following day, if being transported by the Client.

By signing the Terms & Conditions the Client agrees that there will be no other balloons, balloon decorators, or balloon companies on

site, throughout the entire installation and event. IC reserves the right to refuse further service towards the event, resulting in forfeited payments.

## **STRIKING & DISASSEMBLING**

- After an event, the Client is responsible for disassembling and returning all equipment and property of EBU, as well as properly disposing of the remaining balloons.
- EBU can strike and disassemble an installation if desired by the Client. In this case a striking fee will be added to the total order during the booking stage.
- If the Client chooses to strike the set themselves after a striking fee has already been paid, that payment will be forfeited and considered non-refundable.

## **OWNERSHIP OF EQUIPMENT & MATERIALS**

All equipment, materials, and props used for the installation, are the sole property of EBU and are used on a rental basis only.

- The Client is responsible for access to retrieve said equipment, materials, and props after the event.
- Signing the Terms & Conditions makes the Client solely responsible for the equipment, during and after the event, until surrendered back to EBU.

- Failure to do so, will result in the Client accepting sole responsibility for the property of EBU and agrees to have the card on file charged or be sent an invoice and agrees to pay it.
- Any damage or vandalism that occurs to any of the property of IC during the event, including any damage or vandalism that occurs due to the Client's guests, will result in the Client accepting sole responsibility for the property of EBU and agrees to have the card on file charged or be sent an invoice and agrees to pay it. This includes but is not limited to misuse, theft or disasters (fire, flood, earthquake).

## **BALLOON FLOAT TIME**

Your balloon decor will be designed around the specifications of your event.

- Latex balloons have an approximate float time of 12 hours.
- Mylar/Foil balloons have an approximate float time of 1 week.
- There are many variables that can affect the float time of your balloon decor including but not limited to weather, rain, wind, extreme heat.
- Please be aware of this if you are reserving a date for an outdoor installation.

## **BALLOON RELEASES**

Although balloon releases are intended to remember someone lost, support a cause, show respect for someone or something, and much more, EBU does not participate in balloon releases of any kind, regardless the number of balloons requested. EBU will not fill orders for anyone intending on releasing the balloons. Releasing balloons is detrimental to our environment in many ways. Balloons float hundreds, if not thousands of miles and when they land, they run a chance of landing in the ocean, in areas where livestock could accidentally eat them, or anywhere else as litter. We do not support, do not fill orders for and advise against participating in any balloon releases.

## **OUTDOOR EVENTS**

\*\*\*\*\*WE DO NOT CANCEL FOR BAD WEATHER UNLESS DEEMED DANGEROUS WEATHER OR A NATURAL DISASTER BY LOCAL STATE / GOVERNMENT OFFICIALS\*\*\*\*\*