

Terms and Conditions of Booking for Balloon Worx at 92 Vincent Street, Cessnock

1. Booking and Payment

1.1 By placing an order for party balloons, flowers, and party supplies from Balloon Worx, you agree to these terms and conditions.

1.2 All bookings must be made in advance through our website or in-store. A non-refundable deposit of 50% of the total order value may be required to secure the booking.

1.3 The remaining balance must be paid in full at least 48 hours before the scheduled pick-up or delivery date. If this is not paid we will not inflate your balloons until you arrive in store.

1.4 Balloon Worx reserves the right to cancel any order if full payment is not received by the specified deadline.

2. Cancellation and Refunds

2.1 If you wish to cancel your booking, you must notify Balloon Worx at least 72 hours before the scheduled pick-up or delivery date.

2.2 The 50% deposit paid at the time of booking is non-refundable in case of cancellation. If providing more than 48 hours' notice you can transfer the full paid amount to in store credit.

2.3 If the cancellation is made less than 48 hours before the scheduled date, the full payment will be non-refundable.

2.4 In the event of unforeseen circumstances (e.g., extreme weather conditions), Balloon Worx reserves the right to cancel or reschedule the order. In such cases, a full refund will be issued.

2.5 You can reschedule any order once without penalty to a future date, when you have rescheduled this does not entitle you to cancelling the order to obtain a refund.

3. Delivery

3.1 Balloon Worx offers delivery services within a specified radius from our store. Delivery charges may apply, and the exact fee will be communicated during the booking process.

3.2 Delivery timings will be agreed upon during the booking process. While we make every effort to meet delivery times, we cannot be held responsible for any delays caused by external factors beyond our control.

3.3 If no one is available to receive the delivery at the specified address, Balloon Worx will attempt to contact you. If we are unable to reach you, the order may be considered fulfilled, and no refund will be issued.

4. Products

4.1 Balloon Worx takes utmost care in crafting and packaging its products to ensure they reach you in excellent condition.

4.2 Please note that balloons are sensitive to temperature changes and may deflate in extreme heat or cold. Balloon Worx will not be responsible for any changes in the appearance of the balloons after delivery.

4.3 While we strive to provide products as per your specifications, slight variations may occur due to the nature of handcrafted items.

5. Liability

5.1 Balloon Worx shall not be liable for any direct, indirect, or consequential loss or damage arising from the use of our products or services.

5.2 Balloon Worx shall not be liable for any allergic reactions or other adverse effects caused by our products. It is the customer's responsibility to inform their guests of any potential allergies.

6. Compliance with Local Laws

6.1 Customers are responsible for ensuring that the use of our products and services complies with all relevant local laws and regulations.

7. Changes to Terms and Conditions

7.1 Balloon Worx reserves the right to modify these terms and conditions at any time. The updated version will be made available on our website.

By confirming your booking with Balloon Worx, you acknowledge that you have read, understood, and agreed to these terms and conditions.