



Please read our terms and conditions carefully before requesting a quote:

A 20% non-refundable deposit is to be paid to secure your booking. The remainder of your invoice is due 7 days prior to your event date.

Payment can be made by clicking on the Payment option on your invoice, Instore or Phone. Please reference Invoice number

Cancellation Policy: Should you need to cancel your booking, you will need to notify us in writing (denise@balloonexpressions.com.au)

Postponing your event: Should you need to change your event date, you will need to inform us in writing (denise@balloonexpressions.com.au). Deposits are non-refundable, however we will happily postpone or reschedule your event date subject to availability.

Making changes to your order: Any changes to your order can be made up until 10 days prior to your event. Thereafter, we can not accept changes to colours, decals, prop hire as we begin preparation for your event. Any changes made within the 10 days prior to your event may incur a 10% surcharge.

Refunds and Credit Notes: Balloon Expressions handles returns and processes refunds in accordance with the Australian Consumer Protection legislation.

Each event is customised and designed with our creative balloon stylists. We can not be held responsible for any results of the design varying from a photo shown, based on change of mind or design.

Hired Items: Any damage, stolen or lost items will incur a RRP cost to replace the item.

Disposal of Balloons: It is the customers responsibility to properly dispose of the balloons after the event.

Privacy: Your order, event date, contact details and payment information details will be treated with complete privacy.

Delivery and Set-up: It is the responsibility of Balloon Expressions to ensure that your balloons are delivered/setup 1 hour prior to your event. We cannot be held responsible for anything that occurs from the time after your event has been set-up.

Weather: When it comes to the weather, it is unfortunately out of our control. If we are required to set-up outside, we cannot be responsible for any changes that occur. Please ensure that you have arranged an alternative incase of any environmental changes.

Social Sharing: We obtain the right to share our work on our social pages and website. Please advise us in writing if you do not wish us to do so.