

# The Fine Print



## Booking

When booking an installation for an event with Balloon By Jenn "BBJ", the following document serves as reference to BBJ and the Terms & Conditions. BBJ highly recommends that all installations be scheduled at minimum, 30 days, however we will accept installation dates as early as 2 weeks prior to the date.

## Retainer Fee

A retainer fee of 50% of the total billed, will be required to reserve any date(s). Your event is not officially booked, with the date reserved for your installation, until the entire balance of the retainer fee and the Terms & Conditions are received by Balloons By Jenn. If the Client wishes to not utilize the services, any payments made towards the retainer fee are forfeited and considered nonrefundable.

## Payments Made

Payments can be made with Debit/Credit Card, Venmo, Zelle or ACH. We accept all major credit cards. The balance of the payment is due 3 days prior to arrival on the date of service, unless otherwise specified. Failure to make the required payment by the given due date may result in any/all of the following:

- Invalidation and removal of any applicable discounts, special promotions, complimentary services, etc.
- The forfeiture of any payments already made.
- The release of event date and time.
- Termination of the contract.

Final payment must be received at the time indicated above to assure fulfillment of this agreement.

Once final payment has been made, there will be no refunds. Balloons By Jenn is not responsible for inclement weather, acts of God, or other situations that may cancel or postpone your event. Please note that we will make every effort to accommodate date changes to your event.

The Client will be responsible for any additional costs due to added insurance requirements "Mandatory Provisions" and/or "Additional Provisions" needed for their venue requirements. Including Liability, Auto, and Worker's Comp Insurance and providing contracts and COIs with specific wording.

## Rescheduling

The Client has the freedom to reschedule the installation with a written 5 day notice. The Client may reschedule for any date within the next 365 calendar days, at the convenience of BBJ, without being charged a cancellation fee. The reschedule date is subject to availability. If we are unavailable, the below cancellation policies and fees will apply. We suggest that if the client needs to reschedule, they include the preferred date to reschedule as well as a second choice, in the event that the first choice is unavailable.

Contact Us