

LACEY GRACE DESIGN GENERAL TERMS AND CONDITIONS

15TH NOVEMBER 2026

QUOTATIONS: All quotations are valid for 30 days unless otherwise stated.

BOOKINGS: By confirming a booking and paying a non refundable deposit, the client agrees to these terms and conditions.

A booking is not secured until a deposit is paid and received, with written confirmation from us that the booking has been made.

PAYMENTS: Unless otherwise agreed, a £50 deposit will be due to confirm the booking.

Remaining balance is due at least 14 days prior to the event.

Bookings made in 14 days will require full payment.

Failure to pay the full and final amount could result in cancellation.

CANCELLATIONS: If you need to cancel your booking within 7 days of the event, the full balance will remain payable.

CHANGES TO BO0OKINGS: We will do our best to accommodate your new date which will be subject to availability.

LOOKING AFTER OUR EQUIPMENT

LIGHTS / BACKDROPS AND SELFIE PODS : Once we have installed our equipment in the agreed place at your event, this must not be moved. Our wooden Light up Numbers, Backdrops and Selfie PODs are designed for indoor use. They must not be sited outside unless under a marquee which will be discussed prior to the event.

Lights are to be switched off at the wall at the end of your event by the client or the venue.

No food or drink should be placed on or near our equipment

LACEY GRACE DESIGN Shall not be liable for any injury that occurs directly or indirectly resulting from equipment being used in a way that it is not designed for.

YOUR RESPONSIBILITY: Our client shall make all reasonable efforts to ensure our equipment is not damaged or misused during their event. The client shall pay Lacey Grace Design for any repairs or replacement goods that are lost, stolen or damaged.

BALLOONS

Float times are estimated and not guaranteed, this is due to temperature and weather conditions. Lacey Grace Design cannot be held responsible for damage caused by environment conditions or client handling.

Outdoor displays are entirely at client's risk.

Weather conditions can affect balloon displays and balloon life.