



## *Balloon Bar Miami Frequently Asked Questions (FAQs)*

- How do I make sure to secure my event date?

A deposit is required to secure event date. Deposit is 50% of the total amount of order, and it is non-refundable.

- How far in advance do I need to schedule my event?

Requests should be made as soon as possible. 30 days' notice is preferred but short term notice can be accommodated as long as date and supply is available. Last minute (4 days or less) requests will require a \$20 rush fee.

- What is the preferred method of contact?

Although we love to hear from our potential customers, we prefer that you click on the link in our bio for a quote or email us directly at [Balloonbarmiami@gmail.com](mailto:Balloonbarmiami@gmail.com) with your event details. That way we have a paper trail that we can use for easy reference.

- How soon do I receive a response?

Inquiries are usually answered within 24-48 hours. Mondays thru Wednesday, inquiries are answered as soon as possible. Thursday thru Saturday, are prepping and install days. We are out delivering smiles throughout the city and are not unable to respond to requests.

- What forms of payment are accepted?

All major credit and debit cards accepted via Square.

➤ Do you offer delivery?

Delivery is included within 10 miles of our Kendall location. Outside of 10 miles, the cost is \$15 per 10 miles. We service Miami- Dade and its surrounding areas.

➤ Do you deliver to Hotels?

Yes we do! However, a \$15 fee will be added to cover parking fees.

➤ Is pick up available?

Currently, our only arrangement available for pickup is the balloon bouquet.

➤ Is breakdown of setup available after event?

No, we typically do not return to breakdown setup or installation. However, if a breakdown is required (i.e. restaurant/venue) a breakdown fee will apply.

➤ What is your cancellation policy?

Events can be cancelled up until the day of the event (i.e. bad weather). Deposit can be applied towards a future date, with no expiration date.

➤ Is it safe to have a Balloon Release?

We do not encourage balloon releases. The balloons we use are organic and biodegradable. They are however, meant to be enjoyed on land and with family & friends.

➤ Are the balloons used safe for the environment?

We take pride in ourselves in staying environmentally conscience. Our balloons are not only the best quality of latex & Mylar balloons in the industry but also the most environmentally friendly!

➤ What happens if there is inclement weather?

If event will be cancelled due to inclement weather, please notify at least 24 hours in advance. Rescheduling options can be discussed. Outdoor installations will not be installed due to inclement weather, but can be moved indoors. In the event of extreme weather where a local weather advisory has been issued, deliveries/installations will be postponed.

➤ How long do the balloons stay inflated?

Air filled balloon arrangements can last anywhere from 1 day to 3 months depending on the conditions (i.e. sun, wind, grass, tree branches, *toddlers*). Once the balloons have been delivered, we are not responsible for any balloons that have popped, were stolen, lost or punctured.

Helium filled balloons perform differently and are very sensitive to extreme heat or cold. This means the lifespan of the balloon will vary based on temperature or natural elements.