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## Terms & Conditions

By booking services with **Lift & Loom**, the Client agrees to the following general terms and conditions.

### ***Event Information***

The Client is responsible for providing accurate and complete event details, including:

- Event date and time
- Venue address
- Setup location
- Access instructions

Lift & Loom is not responsible for delays or issues caused by incomplete or inaccurate information.

### ***Temporary Nature of Balloon Décor***

Balloon décor is temporary in nature and may naturally change in appearance during the event. Balloon popping, oxidation, or deflation is considered normal and does not constitute product failure.

### ***Venue Approval***

The Client is solely responsible for obtaining any permissions required by the venue or property owner for setup, delivery, installation, or attached décor.

## *Right to Refuse Service*

Lift & Loom reserves the right to refuse or discontinue services if:

- The setup environment is unsafe
- The Client, guests, or venue representatives behave in a threatening or inappropriate manner
- Venue restrictions prevent safe or proper installation
- Event conditions materially differ from what was disclosed at booking

Lift & Loom reserves the right to substitute materials or modify designs if necessary due to supply availability while maintaining the overall style and color palette.

## Booking, Payment, Cancellations & Refunds

At **Lift & Loom**, each installation and décor piece is custom designed and prepared specifically for the Client's event. Because event dates, materials, labor, and rentals are reserved in advance, the following booking, payment, cancellation, and refund terms apply to all services.

### *Deposit*

A **non-refundable deposit of 50%** is required to secure the event date and begin preparation for the order. An event is not considered confirmed until the deposit has been received.

### *Final Payment*

The remaining balance must be paid **no later than 7 days before the event date**.

Bookings made within **7 days of the event** require **full payment at the time of booking**.

Failure to submit final payment by the due date may result in cancellation of services and forfeiture of the deposit.

### *Client Cancellations*

If the Client cancels services **more than 7 days before the event**, any payments made **beyond the original deposit** may be applied to a future event scheduled within **30 days** of the original event date, subject to availability. The original deposit remains **non-refundable**, and a **new deposit is required** to secure the new event date.

If the Client cancels services **within 7 days of the event**, all payments made are **non-refundable and non-transferable** due to scheduling commitments, labor preparation, and materials already purchased.

## ***Company Cancellation***

In the rare event that **Lift & Loom** must cancel services due to circumstances beyond its control, the Client will receive a **full refund of payments actually made**.

## Reschedule Policy

Clients may request to reschedule their event **one time**, provided the request is made at least **7 days before the original event date**.

All rescheduled events must take place within **30 days of the original event date** and are subject to availability.

Approval of a rescheduled date does not transfer the original deposit. The original deposit remains non-refundable, and a **new deposit is required** to reserve the new date.

## Delivery & Setup Policy

Lift & Loom provides delivery, setup, installation, and scheduled pickup for balloon décor and rental items.

### ***Delivery & Installation***

Delivery and installation will take place at the agreed-upon time listed in the Client's quote, invoice, or event confirmation.

The Client is responsible for ensuring that the event location is:

- Accessible for delivery and setup
- Clean and ready upon arrival
- Available at the agreed installation time
- Suitable and safe for the planned décor

### ***Delivery & Setup Fees***

Delivery and setup fees may vary based on:

- Event location
- Travel distance
- Installation complexity
- Required labor
- Setup time
- Venue conditions

Applicable fees will be listed in the Client's quote or invoice.

### *Venue Access*

The Client is responsible for confirming all venue requirements, access windows, loading instructions, parking arrangements, and setup rules in advance.

Lift & Loom is not responsible for delays caused by:

- Venue restrictions
- Incorrect event information
- Delayed access
- Inaccessible setup areas

Additional labor, waiting, or return-trip fees may apply where necessary.

### *Installation Timing*

Lift & Loom will make reasonable efforts to complete installation on schedule. Rush installations, late changes, or unexpected setup complications may result in additional charges.

### *Weather Policy*

Outdoor balloon décor and event installations are subject to weather and environmental conditions beyond the control of **Lift & Loom**.

Lift & Loom is not responsible for the effects of:

- Wind
- Rain
- Humidity
- Extreme heat
- Cold temperatures
- Direct sunlight
- Storm conditions

If severe weather makes installation unsafe or impractical, Lift & Loom reserves the right to:

- Modify the design
- Delay the installation
- Relocate the setup indoors, if possible
- Offer a reasonable décor alternative

Refunds will **not** be issued due to weather conditions affecting outdoor events or installations.

## Force Majeure

Lift & Loom shall not be liable for delays or inability to perform services due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, severe weather, government restrictions, venue closures, transportation interruptions, illness, or other unforeseen events.

## Installation Disclaimer

Balloon décor is temporary event décor and may naturally change in appearance over time. Lift & Loom cannot guarantee the exact lifespan, condition, or appearance of balloons after installation.

### *Environmental Conditions*

Balloon décor may be affected by indoor and outdoor conditions, including:

- Wind
- Heat
- Air conditioning or heating vents
- Direct sunlight
- Humidity
- Ceiling fans or air circulation
- Stage or venue lighting
- Uneven ground
- Guest interaction

These factors may cause balloons to **oxidize, deflate, shift, or pop**, which is considered normal.

### *Indoor Installations*

Indoor balloon décor is intended for **short-term event display**. Environmental conditions inside a venue may still affect appearance and longevity.

### *Outdoor Installations*

Outdoor décor carries a higher risk of damage or deterioration due to weather and surrounding conditions. By requesting an outdoor installation, the Client accepts these risks.

### *Wind Conditions*

Balloon installations are not recommended in **high wind conditions**. If weather conditions create safety concerns, Lift & Loom may modify, delay, or relocate the installation at its sole discretion.

### *Client Responsibility After Installation*

Once installation is complete, responsibility for the décor transfers to the Client. Lift & Loom is not responsible for damage caused by:

- Guests
- Children
- Venue staff
- Environmental conditions
- Weather
- Movement or mishandling of décor

### Rental Policy

All rental items provided by **Lift & Loom** remain the sole property of the Company at all times.

Rental items may include, but are not limited to:

- Backdrops
- Arch stands
- Balloon frames
- Marquee numbers or letters
- Pedestals
- Display props
- Specialty décor structures

### *Client Responsibility*

The Client is fully responsible for all rental items from the time of installation until retrieval by Lift & Loom.

Rental items may not be moved, dismantled, altered, or removed by anyone other than Lift & Loom staff.

The Client is responsible for any damage caused by:

- Guests
- Children
- Venue staff
- Food or beverages
- Staining
- Improper handling
- Weather exposure
- Unauthorized movement of equipment

### *Damaged, Lost, or Missing Items*

If any rental item is damaged, lost, stolen, or not returned in its original condition, the Client agrees to pay the **full replacement or repair cost**, based on current market value.

### *Cleaning Fees*

Rental items returned excessively dirty, stained, or requiring special cleaning may incur an **additional cleaning fee**.

### *Pickup & Accessibility*

All rental items must be accessible at the scheduled pickup time. Additional fees may apply if pickup is delayed, rescheduled, or made more difficult because items have been moved, blocked, or disassembled.

## Installation Damage Disclaimer

Lift & Loom uses commonly accepted installation methods and materials; however, due to the nature of event décor installation, some surface impact may occur.

Lift & Loom is **not responsible** for damage to walls, ceilings, floors, paint, wallpaper, siding, or similar surfaces during installation or removal.

This may include, but is not limited to:

- Paint chipping or peeling
- Adhesive residue
- Wall or ceiling marks
- Minor damage to drywall, plaster, or siding
- Surface marks caused by stands, weights, or equipment

### *Surface Condition Disclaimer*

Lift & Loom is not responsible for damage related to:

- Pre-existing surface issues
- Weak paint
- Fragile drywall or plaster
- Improperly maintained surfaces
- Hidden structural weaknesses

### *Venue & Property Permission*

It is the Client's responsibility to obtain permission from the venue, property owner, or manager before any installation requiring contact with walls, ceilings, floors, or other surfaces.

Lift & Loom is not liable for venue or property damage claims arising from approved installation methods.

The Client agrees to indemnify and hold harmless Lift & Loom, its owners, employees, and representatives from any claims, damages, liabilities, injuries, or losses arising from misuse of décor, rental items, or conditions outside of Lift & Loom's control.

### *Photography and Marketing Use*

Lift & Loom reserves the right to photograph and/or record completed installations and décor setups for promotional and marketing purposes.

Images and videos may be used for:

- Website content
- Social media
- Advertising
- Portfolio use
- Printed or digital marketing materials

### *Client Privacy*

Lift & Loom will make reasonable efforts to focus photographs and video on the décor and event setup rather than identifiable individuals.

No personal identifying information about the Client or guests will be shared without permission.

### *Venue Photography*

Images may include portions of the venue or event space as part of showcasing the completed installation.

By booking services, the Client grants Lift & Loom permission to use photographs or videos of the décor setup for business and marketing purposes.

## Privacy Policy

Lift & Loom respects client privacy and is committed to protecting personal information collected through its website, booking forms, and communication channels.

### *Information Collected*

Lift & Loom may collect the following information:

- Name
- Email address
- Phone number
- Event location
- Event details
- Payment-related information

This information is collected solely for the purpose of providing services, managing bookings, processing payments, and communicating with Clients.

### *Use of Information*

Client information may be used to:

- Provide quotes
- Confirm bookings
- Process payments
- Communicate about event details
- Provide customer support
- Improve business operations and client experience

Lift & Loom does **not** sell, rent, or share personal information with third parties for marketing purposes.

### *Payment Security*

Payments may be processed through secure third-party payment providers. Lift & Loom does not store full credit card information.

### *Client Communication*

By submitting an inquiry or booking services, the Client agrees to receive communications related to their event, booking, and service updates. Clients may request to opt out of non-essential communications.

### *Data Protection*

Lift & Loom takes reasonable steps to safeguard client information and maintain secure records.

### *Policy Updates*

Lift & Loom reserves the right to update this Privacy Policy at any time. Updated versions may be posted on its website or provided upon request.

## Prohibited Uses

To protect the safety of guests, staff, and property, Clients agree that décor and rental items provided by Lift & Loom may not be misused.

The following are prohibited:

- Moving installations from their original placement
- Dismantling or altering rental items
- Climbing, hanging, sitting, or leaning on décor structures
- Removing balloons or décor components
- Attaching additional items to backdrops, stands, or structures without approval
- Allowing guests or venue staff to handle rental items without permission
- Removing Lift & Loom property from the event site

Any damage caused by misuse, unauthorized changes, or prohibited handling will be the financial responsibility of the Client.

## Website Liability Disclaimer

### *Overview*

This website is operated by **Lift & Loom**. By accessing or using this site, or by booking services through it, you agree to be bound by these Terms of Service and any related policies referenced on the site.

### *Website Use*

You agree not to use this website for any unlawful or unauthorized purpose. You must not transmit malicious code, interfere with website security, or misuse content made available on the site.

### *Accuracy of Website Information*

Lift & Loom makes reasonable efforts to ensure that website content is accurate and current, but does not guarantee that all information is free from errors, omissions, or outdated content.

### *Service & Price Changes*

Services, pricing, availability, and website content may be updated or discontinued at any time without notice.

### *User Submissions*

Any comments, ideas, feedback, or suggestions submitted to Lift & Loom may be used by the Company without restriction or compensation.

### *Third-Party Links*

This website may include links to third-party websites. Lift & Loom is not responsible for their content, policies, or services.

### *Limitation of Liability*

All website content and services are provided “as is” and “as available.” Lift & Loom is not liable for damages arising from use of the website, booking system, or related content, except to the extent required by law.

### *Changes to Website Terms*

Lift & Loom reserves the right to revise these Terms of Service at any time. Continued use of the website constitutes acceptance of any updated terms.

### Limitation of Liability

To the fullest extent permitted by law, Lift & Loom shall not be liable for any indirect, incidental, consequential, or special damages arising from or related to the services provided, including but not limited to loss of enjoyment of the event, loss of use of décor, business interruption, or other event-related losses.

Lift & Loom’s total liability for any claim arising out of or relating to services provided shall not exceed the total amount paid by the Client for the specific services giving rise to the claim.

Lift & Loom shall not be responsible for damages, losses, or injuries caused by factors outside of its control, including but not limited to guest behavior, venue conditions, weather, environmental factors, or misuse of décor or rental items after installation.

Once installation is completed, responsibility for the care and condition of décor transfers to the Client until the time of scheduled pickup.

## Governing Law

*These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the State of Illinois. Any disputes arising from services provided by Lift & Loom shall be resolved within the State of Illinois.*