



LEGAL & PRIVACY POLICY

Last updated: 23 September 2026

About this document

This document brings together the website legal information, terms for sales and hire, and privacy information for RoyalPartyEventsUK. By making a booking, customers agree to the applicable booking terms supplied with their quotation or contract.

1. Website Information & Disclaimer

- The information on our website is provided for general information about our balloon décor, event styling, hire and related services.
- We make reasonable efforts to keep website information, prices and descriptions accurate and up to date. Photographs are for illustration and inspiration; colours may vary because of lighting, photography and screen settings.
- Final designs may vary according to venue size, access, product availability, colours, materials and practical requirements. Significant changes will be discussed where reasonably possible.
- Website information does not constitute a confirmed quotation or booking. Bookings are subject to the quotation, booking documents and applicable terms.

2. Definitions

- **The company** means RoyalPartyEventsUK.
- **The customer** means the person hiring or purchasing services/equipment from the company.
- **The equipment** means items supplied to or hired by the customer.
- **The hire period** starts when items are collected by or delivered to the customer and ends when they are returned to or collected by the company.
- **The hire agreement** means the contract entered into by the customer and the company.

3. Quotations & Availability

- Quotes remain valid for **10 days** only, unless otherwise stated.
- We may adjust prices after the quotation expiry period.
- All orders are subject to availability at the time of booking.

4. Booking & Payments

- Package bookings over £1,000 require a **£100 holding deposit** and half of the agreed payment stated on the invoice to reserve the service.
- All hire bookings require a **£50 holding deposit** unless the booking documents state otherwise.
- Where applicable, the holding deposit is refundable after the event following satisfactory return/inspection of hired equipment. Damage or loss may result in the deposit being retained and/or further charges.
- The final balance is due on the date stated in the contract. Services will not be provided unless payment has been received in full.
- Payments are by bank transfer or cash. BACS payment details are provided on the quotation/invoice. Please use the customer/invoice reference when making payment and notify us once payment has been made.

5. Hire Period & Customer Responsibility

- The customer is responsible for hired items throughout the hire period.
- Hired items remain the property of RoyalPartyEventsUK.
- Items must be returned or made available for collection at the agreed time and location and in the condition in which they were supplied, subject to normal use.
- Lost, damaged or unreturned items may incur reasonable repair or replacement costs. Late returns may incur a late-return charge.

6. Cancellation

- All cancellations must be made in writing by email. The cancellation period is determined by the date written notice is received.
- Under the existing booking terms, cancellations made after the final balance has been received and within 3 weeks of the event may result in a 50% refund of the balance and holding deposit.
- Cancellations within 14 days may result in forfeiture of the holding deposit and up to 90% of the booking amount. Cancellations within 7 days may result in retention of the holding deposit and a charge of up to 100% of the booking amount.
- If we are unable to fulfil a booking, we will provide a full refund in accordance with the existing terms.
- These provisions are subject to any consumer rights that cannot legally be excluded or restricted.

7. Installation, Setup & Collection

- Venue access must be provided at the agreed time. Delays caused by lack of access may result in additional charges.
- We are not responsible for delays caused by venue restrictions, weather conditions or other circumstances outside our reasonable control.
- Power supplies, rigging points and relevant setup conditions must be disclosed before the event.
- Out-of-hours or same-day setup may incur additional charges.
- Dismantling is included only where stated in the booking documents. Where included, collection will take place at the agreed time; if access is unavailable, a return call-out fee may apply.

8. Changes to Bookings

- Changes should be made in writing or by text. Changes requested within 2 weeks of the event may not be possible because external suppliers and materials may already have been arranged.
- Additional services or amendments made more than 2 weeks before the event may be invoiced and must be paid 2 weeks before the event.
- The customer is responsible for checking booking forms and invoices and notifying us in writing of any errors.

9. Balloons, Décor, Health & Safety

- Balloons are temporary decorative products and may be affected by temperature, sunlight, humidity, wind, sharp objects and handling.
- If weather or venue conditions make an installation unsafe for customers, guests, staff or equipment, we reserve the right to refuse, modify or delay the installation until conditions are safe.
- Parents, guardians and event organisers are responsible for supervising children around balloons, stands, weights, props and other decorative equipment.

10. Unforeseeable Circumstances

- Whilst every effort will be made to complete orders, we are not liable for variation or non-completion caused by circumstances outside our reasonable control, including fire, flood, storm, gale, war, pandemic, terrorism, strikes, riots, lockouts, civil disturbances, road closures or severe traffic disruption arising from such circumstances.

11. Photography & Marketing

- We may photograph completed décor for our portfolio, website and social media. Our intention is primarily to showcase our work rather than individual guests.
- Customers may tell us before the event if they do not want their event décor photographed for marketing purposes.
- Photographs or videos independently taken and shared by guests or other suppliers are outside our control.

12. Privacy & Personal Data

- We respect your privacy and handle personal information in accordance with applicable UK data protection law, including the UK GDPR and Data Protection Act 2018.
- We may collect your name, telephone number, email address, event date and venue, event requirements, billing/payment information, booking communications and website usage information.
- We use this information to respond to enquiries, prepare quotations, process bookings, provide services, arrange delivery/setup/collection, process payments, maintain records, deal with complaints, meet legal obligations and improve our services.
- Depending on the circumstances, processing may be based on taking steps at your request, performing a contract, complying with a legal obligation, legitimate interests or consent.
- We do not sell personal information. Relevant information may be shared with trusted service providers such as payment, website, accounting, delivery, staffing, venue or professional service providers where necessary.
- We retain personal information only for as long as reasonably necessary, including periods required for legal, tax or accounting purposes.

13. Your Data Protection Rights

- Depending on the circumstances, you may have rights to access, correct, delete or restrict use of your personal information, object to certain processing, withdraw consent where consent is the legal basis, and object to direct marketing.
- To exercise your rights, contact us using the email address below.
- You can also complain to the Information Commissioner's Office (ICO) if you have concerns about how your personal information is handled.

14. Cookies & Third-Party Services

- Our website may use cookies and similar technologies to make the website function, remember preferences and understand website usage.
- Where required, consent will be requested before using non-essential analytics or marketing cookies.
- Our website may link to third-party websites and social media platforms. We are not responsible for their content or privacy practices.

15. Intellectual Property

- Our photographs, designs, graphics, logo, written content and original styling work belong to RoyalPartyEventsUK or their respective owners unless otherwise stated.
- Website content, photographs, designs and branding must not be copied, reproduced or commercially used without written permission.

16. Liability & Complaints

- We will provide our services with reasonable care and skill.
- We are not responsible for damage caused by circumstances outside our reasonable control, misuse of products, interference by guests or third parties, or venue conditions.

- Nothing in these terms excludes or limits liability where doing so would be unlawful.
- If you have a concern or complaint, please contact us as soon as possible so that we can investigate and try to resolve the matter.

17. Governing Law & Updates

- These terms are governed by the laws of England and Wales.
- We may update this Legal & Privacy Policy from time to time to reflect changes to our business, website, services or legal requirements. The latest version will be published on our website.

Contact Details

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