

Oakoa Event Backdrops & Styling - Terms and Conditions

Effective Date: 19/07/2025

1. Bookings & Payments

- 1.1 A booking is only confirmed once a non-refundable deposit of 30% has been received.
- 1.2 The balance must be paid in full no later than 7 days prior to the event date.
- 1.3 We reserve the right to cancel your booking if full payment is not received on time.
- 1.4 Accepted payment methods: bank transfer / cash.

2. Cancellations & Refunds

- 2.1 Cancellations must be made in writing (email or message).
- 2.2 The deposit is non-refundable under any circumstances.
- 2.3 If cancellation is made less than 7 days before the event, the full balance remains payable.
- 2.4 In the unlikely event that we cancel due to illness, emergency, or other unforeseen circumstances, we will offer a full refund or an alternative date.

3. Hire Period & Collection

- 3.1 Hire duration is typically for 24 hours unless otherwise agreed.
- 3.2 Late collection or return of items may incur additional charges.
- 3.3 If we are providing setup and takedown, timings must be agreed in advance.
- 3.4 You must ensure we have safe and sufficient access to the venue.

4. Use & Care of Hired Items

- 4.1 All hired items remain the property of Oakoa.
- 4.2 You are responsible for all items from the moment they are delivered or collected until they are returned or collected by us.
- 4.3 Damages, breakages, or loss will be charged at the replacement cost.
- 4.4 Items must not be moved to different locations or used outdoors unless previously agreed.

5. Balloon & Floral Displays

- 5.1 Balloon and flower colours and designs are subject to availability and may vary slightly from samples shown.

5.2 Artificial flowers are used unless otherwise specified.

5.3 We do not guarantee the longevity of balloons once delivered, especially if exposed to heat or wind.

6. Damage Deposit

6.1 A refundable damage deposit may be required for certain bookings, especially those involving large or high-value items.

6.2 This deposit will be returned to you within 3–7 working days after the event, provided all hired items are returned in good condition.

6.3 If any items are lost, damaged, or returned in an unusable condition (including but not limited to excessive staining, breakage, or structural damage), we reserve the right to deduct the cost of repair or replacement from your deposit.

6.4 If damage exceeds the value of the deposit, an invoice will be issued for the outstanding balance.

6.5 The deposit may also be withheld in full if our collection or access is delayed or obstructed without prior agreement.

7. Health & Safety

7.1 It is your responsibility to ensure the backdrop or display area is clear and safe.

7.2 Children must be supervised around all décor and equipment at all times.

7.3 We accept no responsibility for accidents or injuries caused by misuse of our items.

8. Photography & Marketing

8.1 We may photograph the setup for our portfolio and social media unless you specifically request otherwise in writing.

8.2 You agree that we may use such photos for marketing purposes without payment or attribution.

9. Liability

9.1 We are not liable for any loss, injury, or damage arising out of the use or misuse of our products and services, except in cases of proven negligence.

9.2 In any case, our total liability shall not exceed the total fee paid for the booking.

10. Force Majeure

10.1 We shall not be liable for failure to perform our obligations where such failure is a result of acts beyond our control, including but not limited to acts of God, war, pandemic, fire, flood, or extreme weather.

11. Governing Law

This agreement shall be governed by and construed in accordance with the laws of England and Wales.