



GENERAL TERMS AND CONDITIONS

V1.0

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Document Version Control

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Company	Wild Navy Group Ltd (trading as Piper's Parties)
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Version History

Version	Date	Author	Summary of Changes	Approved By
1.0	7 July 2026	Wild Navy Group Ltd	Initial issue of General Terms & Conditions covering balloon décor, event styling, personalised products, equipment hire and related services.	Director

Piper's Parties - General Terms & Conditions

1. About Us

Piper's Parties is a trading name of **Wild Navy Group Ltd**, a company registered in England and Wales.

We provide balloons, event styling, prop hire, soft play, backdrop hire, light-up numbers, party furniture and related event services throughout Swadlincote, Derbyshire and the wider Midlands.

By confirming a booking or order with us and paying a deposit, you agree to these Terms & Conditions.

2. Quotations

All quotations are valid for 14 days unless otherwise stated.

A quotation does not reserve your event date until the required booking deposit has been received.

Prices may change if requirements change.

3. Booking Confirmation

A booking is confirmed once:

- the required deposit has been received;
- you have accepted the quotation; and
- we have confirmed your booking.

4. Payments

Unless agreed otherwise:

- 50% booking deposit is required.
- Remaining balance is due 7 days before your event.
- For collection orders, the 50% balance is due on collection.
- Bookings made within 7 days require payment in full.

Failure to pay by the due date may result in cancellation.

5. Deposits

Booking deposits secure your event date.

As we reserve your date, purchase stock and begin planning specifically for your event, deposits are non-refundable except where we cancel your booking.

This does not affect your statutory rights.

6. Cancellations

6.1 Cancellations by the Customer

If you need to cancel your booking, you must notify Piper's Parties in writing as soon as possible.

- The booking deposit is non-refundable in all circumstances, as it secures your event date and covers the initial planning and administration of your booking.
- If you cancel **more than 14 days** before your event, you will not be required to pay the remaining balance (unless personalised items have already been produced or non-returnable stock has been purchased specifically for your booking).
- If you cancel **within 14 days** of your event, the full booking balance remains payable. This is because we will have committed time, labour and materials to your booking and may have declined other work for your event date.
- Any personalised, bespoke or custom-made items that have been designed, produced or ordered specifically for your booking remain payable in full and cannot be refunded.

6.2 Cancellations by Piper's Parties

Whilst every effort will be made to fulfil all confirmed bookings, there may be exceptional circumstances where Piper's Parties is unable to provide the booked goods or services.

Where this occurs, we will notify you as soon as reasonably practicable and will endeavour to offer a suitable alternative, such as:

- rearranging the booking to an alternative mutually agreed date;
- providing a comparable replacement item or service, subject to your agreement;
or
- issuing a full refund for any goods or services that we are unable to provide.

Piper's Parties will not be liable for any indirect or consequential losses arising from the cancellation of a booking, including but not limited to loss of profits, loss of enjoyment, or costs incurred with third parties.

7. Changes to Bookings

We will always try to accommodate changes.

However:

- changes are subject to availability;
- additional costs may apply; and
- significant changes may require a revised quotation.

8. Force Majeure

Neither party shall be liable for any delay or failure to perform its obligations under these Terms & Conditions where such delay or failure results from events beyond its reasonable control ("Force Majeure").

Force Majeure events may include, but are not limited to:

- Severe or adverse weather conditions;
- Flooding, fire or other natural disasters;
- Road closures, traffic accidents or significant travel disruption;
- Power failures or utility outages;
- Government restrictions or changes in law;
- Epidemics or pandemics;
- Industrial action or supplier failures; and
- Any other event or circumstance beyond the reasonable control of Piper's Parties.

Where a Force Majeure event affects your booking, Piper's Parties will notify you as soon as reasonably practicable and will make reasonable efforts to agree an alternative arrangement, which may include rescheduling the booking, providing a suitable alternative service or issuing a full or partial refund where appropriate.

Nothing in this clause limits your statutory rights under applicable consumer legislation.

9. Substitution of Equipment

Whilst every effort will be made to provide the specific products, hire items and styling elements included within your booking, circumstances beyond our control may occasionally make this impossible.

If a booked item becomes unavailable due to accidental damage, theft, loss, supplier issues, equipment failure or any other unforeseen circumstance, Piper's Parties reserves the right to substitute the item with a comparable product of equal or greater value and similar appearance or function.

Where a suitable substitute is not available, we will discuss the available options with you, which may include amending the booking, removing the affected item from your package and providing an appropriate refund for that item.

We will always endeavour to minimise any impact on the overall appearance and quality of your event.

Balloon colours, shades, brands, props and decorative accessories may vary slightly from those shown in marketing photographs due to supplier availability and manufacturing variations. Where substitutions are necessary, Piper's Parties will use products of a similar style, colour and quality wherever reasonably possible.

BALLOON TERMS

10. Balloon Displays

Balloons are decorative products. They are delicate and naturally temporary.

All balloons are checked prior to collection or delivery.

Float times and display longevity are estimates only and cannot be guaranteed.

Factors affecting balloons include:

- temperature
- sunlight
- rain
- wind
- transportation
- pets
- children
- sharp objects

- heating
- air conditioning
- oxidation

Once balloons have been collected or delivered, Piper's Parties cannot accept responsibility for damage caused by environmental conditions or customer handling.

11. Outdoor Balloon Displays

Outdoor balloon installations are undertaken entirely at the customer's risk.

Weather conditions can significantly affect balloon displays.

High winds, rain, direct sunlight and heat can all reduce display life.

Piper's Parties cannot guarantee balloon displays outdoors.

Should weather conditions make installation unsafe, we reserve the right to amend or cancel the setup.

12. Collection of Balloons

Customers collecting balloon displays are responsible for ensuring they have suitable transport.

We recommend:

- empty rear seats
- air conditioning where appropriate
- avoiding sharp objects
- driving carefully

We cannot accept responsibility for damage after collection.

EVENT STYLING & INSTALLATION

13. Access

The customer must ensure suitable access is available.

Any parking charges, venue fees or additional waiting time may be charged where applicable.

14. Movement or Alteration of Installed Equipment

Once installation has been completed and accepted by the customer, Piper's Parties cannot accept responsibility for any damage, defects or safety issues arising where our equipment, balloon displays or installations have been moved, dismantled, adjusted or otherwise altered by the customer, the venue, contractors or any other third party.

For safety reasons, customers must not attempt to dismantle, relocate or modify any installed displays or equipment unless instructed to do so by Piper's Parties.

Any damage resulting from unauthorised movement or alteration may be treated as damage to hired equipment and the provisions of Clause 18 (Damage, Loss and Repair of Hire Equipment) may apply.

Any unauthorised adjustment, movement, or tampering with electrical power routing, cabling, or structural ballast points—as installed per Piper's Parties Method Statement—will constitute a material breach of contract, immediate termination of our safety liability, and forfeiture of any deposit or refund for the service.

15. Installation & Delivery

Piper's Parties will use reasonable endeavours to deliver, install and/or collect hired equipment and décor within the agreed time or delivery window. Any times provided are estimates and are not guaranteed arrival times.

Whilst we carefully plan our schedules, delays may occasionally occur due to circumstances beyond our reasonable control, including but not limited to traffic conditions, road closures, adverse weather, venue access restrictions or unforeseen delays at earlier bookings.

If we anticipate a significant delay, we will contact the customer as soon as reasonably practicable to provide an update. Such delays shall not constitute a breach of these Terms & Conditions where Piper's Parties has taken reasonable steps to minimise their impact.

The customer is responsible for ensuring that the venue or installation area is ready and accessible at the agreed time. This includes ensuring that:

- the agreed installation area is clear, safe and free from obstructions;
- suitable access is available for the delivery and installation of equipment; and
- any necessary permissions from the venue have been obtained.

Where access is delayed due to the venue not being ready, restricted access, or delays caused by the customer, the venue or other contractors, Piper's Parties reserves the

right to amend the installation schedule and may charge reasonable additional costs where such delays result in additional time, labour or travel.

Where hired equipment requires a mains electricity supply (including, but not limited to, LED numbers, light-up letters, neon signs or other electrical equipment), the customer is responsible for ensuring that a safe, suitable and easily accessible electrical socket is available at the agreed installation location.

Unless otherwise agreed in writing, Piper's Parties does not provide generators or alternative power sources.

Piper's Parties cannot accept responsibility for delays, an inability to complete installation or interruptions to the operation of electrical equipment where:

- a suitable electrical supply is unavailable;
- the venue's electrical supply fails;
- electrical equipment supplied by the venue or customer is defective; or
- electrical equipment is disconnected or interfered with after installation.

Venue Surfaces

The customer is responsible for ensuring that walls, floors, ceilings and other surfaces at the venue are suitable for the installation of decorations and hire equipment.

Piper's Parties will take reasonable care during delivery, installation and collection. However, we cannot accept responsibility for marks, damage or deterioration arising from unsuitable, unstable, defective or previously damaged surfaces, fixtures or fittings, or where damage occurs as a result of pre-existing defects at the venue.

Where the installation method requested by the customer or required by the venue presents a risk of damage, Piper's Parties reserves the right to refuse installation or to propose an alternative installation method.

Piper's Parties delivers services based on the structural/site requirements outlined in our Method Statement. Where the customer or venue fails to provide the site conditions stipulated (e.g., level surfaces, clear access, or specified anchoring substrate), Piper's Parties is absolved of any liability for structural failure, tipping, or inability to safely deploy equipment. Any resulting delay or refusal to install due to unsafe site conditions remains payable in full.

16. Acceptance of Delivery and Installation

The customer, or a person authorised by the customer, should be present at the agreed delivery or installation time wherever reasonably possible.

Upon completion of delivery or installation, the customer, or a person authorised to accept the booking on their behalf, will be given the opportunity to inspect the goods, hire equipment and/or installation.

Unless any concerns are raised at the time of delivery or installation, the booking will be deemed to have been accepted as complete and satisfactory.

Following acceptance, responsibility for the care and security of the goods and hired equipment passes to the customer, subject to any collection arrangements agreed with Piper's Parties.

Any issues discovered after delivery or installation should be reported to Piper's Parties as soon as reasonably practicable.

If any hired equipment becomes damaged, unsafe, defective or ceases to function during the hire period, the customer must stop using the affected item where appropriate and notify Piper's Parties as soon as reasonably practicable. Piper's Parties will use reasonable endeavours to provide advice or, where appropriate, arrange a repair or replacement.

Upon the completion of installation, the customer assumes full responsibility for the ongoing monitoring of the equipment and the surrounding venue environment. Piper's Parties is not responsible for post-installation environmental changes, guest interaction, or site safety monitoring. The customer agrees to maintain the 'restricted zone' as demarcated during installation.

17. Collection of Hire Equipment

Hire equipment remains the property of Piper's Parties at all times.

Unless otherwise agreed, equipment will be collected at the agreed time.

Items must not be dismantled unless instructed.

HIRE EQUIPMENT

18. Hire Responsibilities

The customer accepts responsibility for all hired items from delivery until collection.

Equipment must:

- remain at the agreed venue;
- not be sub-hired;
- be protected from theft and damage; and

- be used only for its intended purpose.

Where a problem occurs during the hire period, the customer must take reasonable steps to prevent further damage to the hired equipment where it is safe to do so.

Cleaning of Hire Equipment

- All hire equipment should be returned in the same clean and tidy condition in which it was supplied, allowing for normal use during the hire period.
- Equipment returned requiring excessive cleaning due to food, drink, mud, paint, face paint, slime, confetti, glitter, candle wax, chewing gum, adhesives, stains or any other substance beyond normal use may be subject to a reasonable cleaning charge. Any such charge will reflect the reasonable cost of returning the equipment to a suitable condition for future hire.
- Where cleaning cannot restore an item to a suitable condition, the damage may instead be treated as damage to the equipment and the provisions of Clause 17 (Damage or Loss) will apply.

19. Damage, loss and repair of hire equipment

Customers are responsible for any loss of, theft of or damage to hired equipment from the time it is delivered or collected until it is returned to Piper's Parties.

Where equipment is damaged, Piper's Parties will, where reasonably possible, seek to have the item professionally repaired. The customer will be responsible for the reasonable cost of such repairs.

Where an item is damaged beyond economical repair, lost, stolen or cannot reasonably be restored to its original condition, the customer may be responsible for the reasonable cost of replacing the item.

Some items form part of matching collections or coordinated hire sets. Where an individual item is no longer manufactured or cannot be sourced separately, Piper's Parties reserves the right to recover the reasonable cost of replacing the matching item or set, where this reflects the actual loss suffered.

Any security deposit paid may be used towards repair or replacement costs. Where the cost of repair or replacement exceeds the security deposit, Piper's Parties reserves the right to recover the remaining balance from the customer.

Normal wear and tear arising from proper use of the equipment will not be treated as damage

20. Safety

Customers must supervise children using hired equipment.

Customers must not:

- climb on props;
- sit on unsuitable props;
- move installed structures; and
- tamper with electrical equipment.

Piper's Parties accepts no responsibility for injuries resulting from misuse.

For all mechanical/inflatable assets, the customer is responsible for maintaining the 'Safety Perimeter' defined in the project Method Statement. Failure to supervise the equipment or allow guests into the demarcated 'Restricted Zone' (or the movement of the asset into an un-anchored state) constitutes a direct violation of these safety terms, and Piper's Parties shall not be held liable for any resulting injury or damage.

PERSONALISED ITEMS

21. Personalised Products

Personalised and bespoke products are made specifically for you.

Once production has started these items cannot usually be cancelled or refunded unless faulty.

Customers are responsible for checking all spellings, names and dates before approval.

GENERAL

22. Photographs

Piper's Parties may take photographs of completed installations before leaving the venue. These photographs may be used:

- as a record of the completed work;
- for quality assurance;
- in the event of any dispute or insurance claim; and
- for marketing purposes unless the customer has requested otherwise.

We will always respect reasonable privacy requests.

23. Liability

Nothing in these Terms & Conditions shall exclude or limit Piper's Parties' liability for death or personal injury caused by negligence, fraud or any other liability that cannot be excluded by law.

Nothing within these Terms excludes or limits any liability which cannot legally be excluded or limited under applicable law.

Our liability in respect of any claim arising out of or in connection with the goods or services provided shall not exceed the total value of the relevant booking, except where such limitation is prohibited by law.

Piper's Parties shall not be liable for any indirect or consequential losses, including (but not limited to) loss of profits, loss of enjoyment, loss of opportunity or costs incurred with third parties.

Piper's Parties maintains appropriate Public Liability Insurance for the goods and services we provide. Details of our insurance cover are available upon reasonable request.

24. Complaints and Notifications of Issues

Piper's Parties is committed to providing high-quality goods and services and resolving any genuine issues wherever reasonably possible.

If the customer becomes aware of any problem with the goods, hired equipment or services provided, they should notify Piper's Parties as soon as reasonably practicable and before making any alterations, repairs, cleaning attempts (beyond normal care), disposal of items or instructing another supplier to carry out remedial work.

This allows Piper's Parties the opportunity to investigate the issue and, where appropriate, offer a suitable remedy in accordance with the Consumer Rights Act 2015.

If you are dissatisfied with any aspect of our goods or services, please contact us within **48 hours** of your event or the return of hired equipment, providing full details of your concerns and, where appropriate, supporting photographs. We will investigate your complaint and aim to respond within a reasonable timeframe.

25. Consumer Rights

Nothing in these Terms affects your statutory rights under the Consumer Rights Act 2015 or any other applicable legislation.

26. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.