

Customer

Terms and Conditions

Zeni’s Balloons · Zeni’s Soft Spot · Zeni’s Personal Touch

EFFECTIVE FROM 1ST NOVEMBER 2026 · VERSION 1.0

Zeni’s Events Ltd
Company no. 17529088
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E: hello@zenisevents.com
W: www.zenisevents.com

Please keep these terms with your booking confirmation.
They apply to bookings agreed on or after 1st November 2026
where these terms were provided before booking.

YOUR BOOKING AT A GLANCE

Payments & important dates

All deadlines below are calendar days before your event. If delivery is earlier, the payment deadline is measured from delivery.

Service	On the day you book	Balance deadline
Zeni’s Balloons	50% booking payment	Remaining 50% paid **no less than 14 days before** the event.
Zeni’s Soft Spot	50% booking payment	Remaining 50% paid **no less than 14 days before** the event.
Zeni’s Personal Touch	Full payment before production, unless agreed otherwise.	No balance if paid in full.

Bookings made within 14 days

Full payment is required when we confirm the booking.

Refundable damage security payment: all hired items

A separate £150 refundable damage security payment applies to any booking that includes items hired from Zeni’s Events. This applies to all equipment, décor, structures, accessories and other items supplied on hire, including, but not limited to, soft play, inflatables, LED numbers, shimmer walls, backdrops and stands. It is added to your booking invoice and is due with your balance, no less than 14 calendar days before the event. It is refunded within 5 calendar days after your booking, less any justified, evidenced deduction. See clause 12.

Cancellations and date transfers

The same 14-day notice threshold applies to Balloons and Soft Spot. Request a date transfer no less than 14 days before the event. You can move your booking once, subject to availability, within 12 months of the original event. A transfer continues the original booking and does not reset its cancellation terms. See clauses 3 and 4 for cancellation charges and full details.

Your booking payment counts towards the total price. Any cancellation deduction must reflect reasonable losses; it is not automatically forfeited.

BOOKING WITH US

Confirming your date

1. Your booking

Your date is secured once we confirm your booking in writing and receive your booking payment. We’ll send you a confirmation showing the goods, hired equipment, services, event date, price, payment dates, delivery and collection arrangements. Please check the details and let us know straight away if anything is wrong. We provide these terms before you commit. Only agreed items are included; hired items remain ours. Soft Spot hire is for 4 hours. Extra hours can be requested, subject to availability, with pricing on request. Delivery dates, times, charges and collection are calculated for each booking and shared when you book. Collection is agreed around your hire times and venue arrangements. We’ll agree any changes or extra charges with you in writing first.

2. Payment dates: Balloons and Soft Spot

A **50% booking payment is due on the day you book** and counts towards the total price. The **remaining 50% must be paid no less than 14 calendar days before your event**. If delivery is earlier, the deadline is 14 days before delivery. Bookings accepted within that deadline require full payment on confirmation. If payment is late, we will contact you and give a reasonable final opportunity to pay where time allows. We may then cancel; any retained payment is subject to clause 3.

BOOKINGS AND CHANGES

Cancelling or moving your date

3. Customer cancellations

If you need to cancel, please email hello@zenisevents.com as soon as possible.

No less than 14 calendar days before the event: You may request a date transfer under clause 4. If you cancel instead, we may deduct reasonable losses caused by cancellation and refund the rest.

Less than 14 calendar days before the event: We treat this as a late cancellation. We may retain up to the 50% booking payment, but only to cover reasonable losses caused by cancellation.

In either case, the cancellation charge is capped at 50% of the affected service price. It may cover work completed, committed materials, unavoidable costs and lost net income where we cannot replace the booking. We account for costs saved, reusable materials and replacement bookings, and take reasonable steps to limit loss. We’ll show you how we worked out any charge and refund the rest within 14 days after confirming it. Payments are not automatically non-refundable. Personalised goods are covered separately in clause 6; we do not charge twice for the same loss.

4. One date transfer

Request a transfer by email **no less than 14 calendar days before the original event**. You can move your booking once, subject to availability, to a date within 12 months of the original event date. Your payments will move with your booking. Any extra delivery, material or price difference must be agreed before transfer. If you give less notice, we’ll help where we can, but a transfer is not guaranteed. If no suitable date can be agreed, clause 3 applies.

A transfer continues the original booking. It does not create a new booking or reset its cancellation terms. If you later cancel, justified losses from the original date remain relevant, together with reasonable additional losses from the later cancellation. We account for savings and replacement bookings on either date and never double count. The total cancellation charge remains capped at 50% of the affected service price. Statutory rights remain unaffected.

GOODS AND DELIVERY

Zeni’s Balloons & Zeni’s Personal Touch

5. Balloon deliveries and installations

Your confirmation will say whether we are delivering balloons to a residential or commercial property, arranging collection, or installing a display. A balloon order does not automatically include setup. We follow the agreed design; minor shade or handmade variations may occur, but goods must match their description. We will ask before making a significant substitution.

Delivered or collected balloons: Once you or your nominated recipient accepts the balloons, their day-to-day care and handling becomes your responsibility. We are not responsible for later damage caused solely by mishandling, unsuitable storage, transport or environmental conditions outside our control.

Installed displays: Once installation is complete and handed over, do not let guests, venue staff or other suppliers move or dismantle it. Contact us if it needs relocating. Where your order includes hired add-ons, the £150 refundable damage security payment in clause 12 applies. Responsibility for our own faulty goods, poor installation or negligence does not end at handover. Your statutory rights always remain.

Looking after your balloons

See our balloon care FAQs at www.zenisevents.com/balloons and the guidance below.

• Keep balloons indoors at a steady room temperature where possible. Avoid direct sunlight, heaters, hot cars and extreme cold.

• Cold can make balloons look smaller. Undamaged foil balloons may regain their shape gently at room temperature; never apply direct heat.

• Do not release balloons outdoors. Keep away from sharp objects, rough surfaces, pets, flames and electrical hazards. Do not pull ribbons or squeeze balloons.

• Tell us before booking if balloons will be outside. Wind, rain and temperature changes can shorten their life. We treat balloons before delivery to help them last, but lifespan varies by balloon type, air or helium, handling and location. We’ll explain the expected display time for your design.

• Keep uninflated balloons and broken pieces away from children. Clear broken pieces immediately and supervise children around balloons.

• Follow the care instructions supplied with your order. Contact us promptly if you think there is a fault; photographs help us investigate.

PERSONALISED ORDERS

Zeni’s Personal Touch

6. Personalised orders

Full payment is due before production unless agreed otherwise. Check names, spelling, dates, sizes, artwork and any proof carefully. Changes after approval may be impossible or cost extra, with your agreement. We remain responsible for our own mistakes.

Genuinely made-to-specification or clearly personalised goods may be exempt from the statutory change-of-mind cancellation right. Where that exception applies, we do not offer change-of-mind refunds, including because your event is cancelled. Standard products are not automatically exempt. Faulty, misdescribed or incorrectly supplied goods retain all legal remedies, including a refund where required. We cannot insist on replacement when the law entitles you to a refund. The exception does not let us retain money for goods we fail to supply.

ORDERS AND DELIVERY

Returns & delivery

7. Non-personalised returns and legal cancellation rights

Where the statutory distance-selling right applies, tell us within 14 days after receiving goods, then return them within a further 14 days. Email a clear cancellation statement with your name, address, order details and date. Approval is not required to exercise a legal right. We refund the goods and basic outbound delivery as required within 14 days after receiving the return or evidence of return, whichever is earlier. Lawful deductions may apply for handling beyond inspection. You pay change-of-mind return postage only if disclosed before ordering; we cover reasonable return costs for faulty or incorrect goods.

Outside legal rights, returns need written approval. Qualifying personalised goods and certain date-specific leisure services may be exempt from cooling-off rights; we identify applicable exceptions before booking. Where a service cooling-off right applies, it is normally 14 days from the contract. Early work requires your express request and explanation of any lawful proportionate charge. Loss of that right on full performance requires the necessary consent and acknowledgment.

8. Access, delivery and handover

Provide accurate venue, access, parking, power and space details, and obtain venue permission for the agreed setup. We assess safety and install with reasonable care and skill. Agreed essential delivery deadlines are recorded in your confirmation. We tell you about material delays and honour legal delivery rights. Goods sent by our chosen carrier remain at our risk until you or your recipient receives them.

We send time-stamped delivery or setup photographs to your booking contact on the day before handover, whether for a simple delivery or an installation. Please report visible issues promptly. Photos and handover do not waive hidden defects or legal rights. Extra trips or access costs caused by inaccurate information must be reasonable and evidenced; our own delays are not your responsibility.

SOFT SPOT HIRE

Zeni’s Soft Spot

9. Supervision and safe use

We supply the equipment, setup and collection. We do not provide childcare or an attendant unless your confirmation says so. Provide continuous suitable adult supervision and a suitably trained, competent adult supervisor for each inflatable. On the hire day, we brief the booker or nominated responsible adult and share the operating instructions before use. We do not remain onsite. The responsible adult must sign the hire and safety acknowledgment confirming they have received the briefing, understand the rules and will arrange continuous competent supervision. This acknowledgment does not waive rights relating to faulty equipment, our negligence or other non-excludable liability. No supervisor means no use.

Please do

- Keep a competent adult supervising continuously. No supervisor means no use.
- Follow the manufacturer’s user number, height, size and weight limits. Soft play is generally for ages 0-5, subject to those limits. The 12 ft × 12 ft castle is intended for children up to age 10, always subject to the manufacturer’s stricter user limits.
- Separate larger and smaller children as instructed. Keep entrances and exits clear and follow our rules on socks and accessories.
- Stop play immediately if equipment is unsafe, damaged or loses power. Follow the handover instructions and contact us.

Not allowed

- Adults on equipment intended only for children.
- Shoes, sharp items, food, drinks or chewing gum in the play area.
- Rough play, somersaults, climbing walls or bouncing on the entry step.
- Face paint, glitter, slime, confetti, silly string, coloured streamers or party poppers on or near equipment.
- Pets, smoking, barbecues, naked flames or adding water or other substances to equipment.
- Moving or adjusting equipment, mats, blowers, anchors or restraints.

SAFE OPERATION

Weather & equipment checks

10. Weather, equipment and emergencies

We maintain public liability insurance and appropriate equipment cover for the hire we provide. Applicable inflatables must have a current inspection by a competent person, normally at least annually, with a valid PIPA record/tag where the PIPA scheme applies. We keep inspection and maintenance records and carry out pre-use checks. PIPA is an inspection scheme, not a treatment; ordinary non-inflatable soft play is not described as PIPA-tested. It is checked, maintained and cleaned according to the relevant manufacturer’s instructions. Insurance and inspection records must relate to the actual equipment and hire model. Customer supervision does not remove our supplier or installer duties.

Outdoor inflatables must not operate above the manufacturer’s wind limit or 24 mph, whichever is lower. A suitable anemometer must be used at regular intervals, with records as instructed. Follow the written pressure monitoring, power failure and weather shutdown instructions. We agree who performs these checks before hire. Never move equipment, mats, blowers, anchors or restraints. Stop use immediately when unsafe. In a serious emergency call emergency services first, then notify us when safe.

EQUIPMENT CARE

Ball pits & returning hired items

11. Ball pits, balls and cleaning

Keep balls in the play area and prevent guests taking them away. Before collection, gather all balls into the bags provided and leave them beside the pit. Do not dismantle or relocate the pit or other equipment.

A **£25 ball collection service** can be agreed before booking. If you agree to bag the balls but leave this unfinished, any charge reflects the actual reasonable extra work, capped at £25. No extra work means no charge.

We record quantities supplied and check returns. Missing or damaged balls are charged only at reasonable evidenced replacement cost, allowing for age and condition. We do not charge for a full set where individual replacements suffice.

No water, bubble mixture, sand, glitter, slime, confetti, face paint, party poppers, coloured streamers or silly string on or near equipment. Keep pets, smoking, barbecues and flames away. Our normal cleaning and sanitising between bookings is included in your hire price. Avoidable contamination may incur evidenced extra cleaning costs, not an automatic penalty. Contact us before using cleaning products.

12. Collection and damage security payment

Keep hired items secure and available at the agreed collection time. Do not sell, sub-hire or give them away. A separate **£150 refundable damage security payment** applies to any booking containing hired items supplied by Zeni’s Events, across all our services. This requirement applies to all equipment, décor, display structures, accessories and other items supplied on hire, including, but not limited to, soft play, inflatables, LED numbers, shimmer walls, backdrops, frames, plinths and stands. The items listed are examples and do not limit the scope of this clause. One £150 security payment covers the hired items within the same booking; it is not charged separately for each item. It does not apply to orders consisting solely of goods you purchase and keep. It is added to your booking invoice and must be paid with the balance, no less than 14 calendar days before the event. It is separate from the hire price and 50% booking payment.

We refund it within **5 calendar days after your booking** if there is no damage, loss or justified extra charge. If we need to deduct anything, we’ll explain the charge and share the evidence. We’ll return the undisputed amount within the same five days. Charges cover reasonable cleaning, repair or actual loss caused by misuse, negligence or breach of agreed rules. We account for age and condition and exclude ordinary wear, inherent faults and our own negligence. Replacement is charged only where reasonably necessary, without new-for-old betterment.

REASSURANCE AND CONTACT

If something goes wrong

13. If we cancel or cannot supply

We’ll let you know as soon as possible if we cancel, cannot attend or cannot supply an agreed part of your booking. You may choose an available alternative or transfer, but do not have to accept one. Otherwise we refund all payments for the affected unsupplied goods or services, including the booking payment, within 14 days of confirming cancellation. If the whole booking cannot be fulfilled, we refund it all except separately supplied goods you agree to keep. You do not have to accept a credit or a new date.

14. Events outside reasonable control

If severe weather, venue closure or another event prevents our performance, we take reasonable steps to reduce the impact and discuss alternatives. If we cannot supply, clause 13 applies. For partial performance, we consider the unsupplied portion and your legal rights fairly. If you or your venue cancels while we remain able to supply, the customer cancellation policy applies, subject to the circumstances and statutory rights. A safety stop during hire is considered fairly in light of its cause and the usable service supplied.

15. Privacy and photographs

We use booking details and condition photographs to administer orders, delivery, safety, payment and genuine disputes, as explained in our separate privacy notice. Marketing permission is separate from accepting these terms. We seek appropriate permission before publishing identifiable customer or guest images, particularly children’s images. Contact us with privacy questions.

YOUR RIGHTS AND CONTACT

Our responsibilities

16. Responsibility and complaints

Goods must be satisfactory, fit for their agreed purpose and as described; services must be provided with reasonable care and skill. We are responsible for foreseeable loss caused by our breach or negligence. We do not exclude liability for death or injury caused by negligence, fraud or anything the law does not allow us to exclude. Your statutory consumer rights remain intact.

Email hello@zenisevents.com promptly about concerns. We aim to acknowledge complaints within 2 working days and give a substantive response within 10 working days, or explain any delay. There is no short reporting deadline that removes your legal rights.

17. Law and acceptance

English and Welsh law applies, without removing mandatory consumer protections or your rights to use courts available under applicable law. Acceptance is recorded in writing or electronically after you receive the terms. Keep your confirmation and safety instructions. The confirmation identifies the applicable terms version. Agreed changes must be recorded in writing.