



# Terms & Conditions

**Effective Date: July 17, 2025**

Welcome to **Valeo Royal**. These Terms & Conditions govern your access to and use of our website ([www.valeoroyal.ca](http://www.valeoroyal.ca)) as well as all related services, including event décor, balloon installations, and product rentals.

By browsing our site, submitting a form, or confirming a booking, you agree to be bound by these Terms & Conditions. We kindly ask that you read them carefully.

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## 1. Our Services

Valeo Royal offers a curated range of services, including but not limited to:

- Balloon installations
- Event styling and design
- Decorative rentals and displays
- Concierge-style event enhancements

All services are provided subject to availability, scheduling, and final confirmation. We reserve the right to decline or cancel any booking at our sole discretion, including for reasons related to safety, logistics, or breach of policy.

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## 2. Booking & Payment Terms

To secure your date and begin preparation, a **non-refundable deposit** is required at the time of booking. Your booking is not confirmed until the deposit has been received.

- Final balance is due **[insert number of days]** before the event date, unless a written agreement states otherwise.

- We accept payments via **credit card, e-transfer, or online checkout** (as made available).
  - Late payments may incur a fee or result in the cancellation of your booking.
  - No services will be rendered without full payment.
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### 3. Cancellations, Refunds & Rescheduling

- All deposits are **non-refundable** under any circumstances.
  - Cancellations made at least **[insert number] days** before your event may be eligible for a **partial refund** (excluding the deposit).
  - No refunds will be issued for cancellations made within **[insert number] days** of the event date.
  - **Rescheduling** may be accommodated, subject to availability and must be requested in writing. Additional fees may apply depending on changes in scope or timing.
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### 4. Client Responsibilities

To ensure a seamless experience, clients are expected to:

- Provide accurate and complete event details, including venue address, setup time, access instructions, and any limitations (e.g., stairs, elevators, ceiling height, parking, etc.)
- Ensure someone is on-site during the designated **setup and takedown window**
- Obtain any necessary permissions from the venue for décor, installations, or deliveries
- Communicate venue restrictions, timelines, and requirements at least **[insert number] days** prior to the event

Failure to comply may result in delays, denied access, or additional charges.

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### 5. Damages & Liability

Clients accept full responsibility for the security and care of all rented items and balloon installations once they are delivered and installed.

- Any **loss, damage, theft, or misuse** caused by guests, vendors, children, weather exposure, or venue conditions will be billed to the client.
  - Valeo Royal is not responsible for **allergic reactions** (e.g., from latex), **injuries**, or **property damage** resulting from mishandling of materials.
  - Environmental factors such as **extreme heat, wind, humidity, or unstable surfaces** can impact balloon performance. We are not liable for damage or deflation after setup has been completed.
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## 6. Photography & Promotional Use

By booking with Valeo Royal, you grant us permission to photograph your event setup and décor for use in our:

- Portfolio
- Website
- Social media channels
- Advertising and promotional materials

If you do not wish to have your event photographed, you must submit a written request **prior to your event date**.

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## 7. Intellectual Property

All content on this website — including images, logos, designs, text, product names, and visual concepts — is the sole intellectual property of Valeo Royal.

You may not copy, reproduce, modify, or distribute any content without **explicit written consent** from Valeo Royal.

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## 8. Website Use

By using our website, you agree to use it solely for lawful purposes. You agree not to:

- Attempt to hack or gain unauthorized access to any portion of the website
  - Interfere with the operation of our systems
  - Distribute harmful code, spam, or content that could compromise site performance
- We reserve the right to block users or pursue legal action in the event of misuse.
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## **9. Changes to These Terms**

We reserve the right to update or revise these Terms & Conditions at any time.

Changes will be posted on this page along with the new effective date. Continued use of our services after updates are published constitutes acceptance of the revised terms.

We encourage you to review this page periodically for any changes.

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## **10. Contact Us**

Should you have any questions or concerns about these Terms & Conditions, or if you wish to discuss anything prior to booking, you may contact us at:

**Valeo Royal**

 [info@valeoroyal.ca](mailto:info@valeoroyal.ca)

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