

Pop'n'Glow by V&O Booking policy

These are the standard policies of Pop'N'Glow by V&O.

A detailed Client Service Agreement based on current policies can be sent to the Client for signature upon request.

BOOKING & PAYMENTS

- A **50% deposit** is required to secure your booking. **30%** of the deposit is **non-refundable** in case of cancellation.
 - The **remaining balance** is due 3 days before your event. If payment is not provided by **9:00 PM on the due date**, we will reach out with a follow up. Your booking will be considered **unconfirmed** until the due balance is paid and may be **cancelled** if the client is not responsive to follow ups.
 - Unpaid balances will be subject to **collections or recovery procedures** if left outstanding.
 - Payments are made via e-transfer to the official **Pop'N'Glow by V&O business email address** (provided at the time of booking).
 - Bookings are confirmed once the deposit has been received. An invoice along with the booking confirmation is issued within 2 business days.
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CANCELLATIONS & RESCHEDULING

- 30% of the deposit is **non-refundable** if the booking is cancelled by the client.
- **Cancellations within 3 days** of the event require full payment.
- One **free reschedule** is allowed with 14+ days' notice (subject to availability).
- **Design adjustments** are allowed within **10+ days before the event date** at no additional cost.

- Adjustments made **less than 10 days before the event** are subject to a **rush fee**, and must be paid in full at a time of a request.
 - Adjustments requested **within 3 days before the event** may not be implemented due to short notice. Depending on complexity, Pop'N'Glow by V&O may review and negotiate feasibility, but implementation is not guaranteed.
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SETUP & CLIENT RESPONSIBILITIES

- Setup and teardown are included and no extra fees will be charged.
 - Client must ensure the event space is **accessible and ready** at the agreed delivery time.
 - Client is responsible for **loss or damage** to rental items during the event.
 - For indoor setups: ensure **ceiling height and space** accommodate selected decor.
 - For outdoor setups: Client assumes all risk for **weather-related damage** (wind, rain, sun, cold, etc.). Pop'N'Glow by V&O is **not responsible** for the decor affected after installation.
 - Ensure **electricity access** if using LED signs, photo booths, or other powered equipment.
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DECOR & EQUIPMENT

- Balloon arrangements may be kept by the client if requested in advance.
 - All supporting equipment (stands, frames, bases, weights) remains property of Pop'N'Glow by V&O and must be returned.
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DELIVERY & TRAVEL

- Free delivery within London, ON for balloon arrangements and backdrops of \$150+. For small orders pickup option is available or delivery for \$30.

- Travel beyond London city area: **\$1/km + tax.**
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RENTAL DURATION & FEES

- Standard rental period: Between 10 AM and 10 PM.
 - Late-night pickup (after 10 PM): From \$35 depending on distance and how late the hours are.
 - Overnight rental (next-day pickup): \$50 extra for every \$500 booking value. Refundable security deposit (\$50 for each \$500 in booking value) will be additionally required for overnight bookings. Overnight bookings are only possible with the prior notice (at least 48 hours before your event date).
 - The deposit does not limit the client's responsibility for damages. If damages exceed the deposit, the client must reimburse the full cost of repair/replacement.
 - Early drop-off (before 10 AM): \$30 extra.
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TAXES & MARKETING

- No HST applies to any transactions.
- Pop'N'Glow by V&O reserves the right to **photograph event setups** for portfolio/marketing. Guests are not photographed without consent.
- **Client Loyalty Program:** all clients receive a **10% off** promo code for the next bookings after the initial booking is completed.
- **Referral Program:** Refer a friend and receive **\$50 off your next booking**. The referred client receives **\$25 off**. Visit our [Instagram](#) page for the full information on the Client referral program.

By submitting the deposit, the Client automatically agrees to all policies outlined above.

