

FAQ

How do I make a booking?

You can make a booking via our on line form or email us directly with you requirements. We will then contact you to confirm that your date is available and what to do next.

Do I need to pay a deposit?

Yes, we require a \$50 upfront deposit for all items. Payments to Party Theme Experts can be made on our website via PayPal, or online bank transfer.

All deposits are refundable once the items are returned in good condition.

All party bags, party extras and our party in a box option are available for delivery locally only.

When is my booking confirmed?

All bookings will be confirmed in writing when we have received your deposit. You will receive confirmation of hired and disposable items as well as confirmation which you would like to hire them.

When do I need to pay the remaining balance?

We require the outstanding balance to be cleared at least 5 days prior to the party.

What happens if I need to cancel my party or the equipment I have hired?

At Party Theme Experts we really hope that you do not cancel your party. However If you do need to cancel then we will try and work with you to re-arrange your party, and/or the hire equipment if the new date is available. If however this is not possible then unfortunately your deposit is non-refundable.

If you wish to cancel your booking and not rebook then your deposit is non-refundable.

If cancellation is within 24 hours of hire then the total hire price fee will apply.

Only the person who made the booking with Party Theme Experts can cancel with us.

I would like to collect my hired items?

We are more than happy for you to collect and return your hired items, please let us know if this is your preference at the time of booking.

Can I add to my order?

If the items are available on the date of your party then they can be added to your order up to 24 hours before your party. We would require immediate payment for all additional items.

What is included in the party hire kit?

All items that are included in the party hire kit are listed next to each party. This includes all the table decorations, apart from the cupcakes! If for some reason an item is not available then we will make every attempt to provide a similar item. If there is something you would like that is not listed then please contact us and we will work with you to provide what you need.

Your website is not offering the theme that I would like?

No problem! We offer a wide variety of themes that are not yet listed on our website, please contact us and we will try to help you by creating the theme you require.

Who sets up the equipment & my party table?

For an additional charge we are happy to set this up for you; however we are happy for you to do this yourself.

Can I set up the themed party table in my garden?

Yes you can, as long as the equipment does not get damaged.

What age range do you cater for?

We can decorate for any age range; however our table and chair hire is available for 2-6 year olds due to size. If you require furniture for children above this age group, please let us know as we have partnerships with other local companies and we can arrange hire on your behalf.

Can I pick up the hire items myself?

Yes we are happy for you to pick up all your hire package items.

What size are the children's tables and chairs?

Children's Table Length: 76 cm, Width: 50 cm, Height: 50 cm.

Children's Stool Width: 35 cm, Diameter: 30 cm, Height: 30 cm

Children's Chair Width: 28 cm, Depth: 29 cm, Height: 55 cm, Seat width: 28 cm, Seat depth: 26 cm, Seat height: 29 cm.

*Please state if you have a preference of stools or chairs at time of booking. We will endeavour to provide you with your preference however; if your option is unavailable we will let you know.

What happens if I damage or lose an item?

We know that you will take good care of our items, but we do understand that when there are children around then accidents can happen! You are financially liable for any lost or damaged items.

Do I need to clean the hired items before I return them?

Yes we kindly ask you to hand wash all the crockery that you have hired, and return it to us in its original packaging. You do not need to wash any of the table decorations.