

Balloon FAQ

Should I place my order online or should I phone in my order?

We prefer all orders to be placed over the phone so we can discuss all details at once.

Can I choose an exact delivery time for my order?

When we finalize your order, you will be asked to choose a time and we will give you a two hour window.

Can I add specific balloons from other arrangements you sell to an existing bouquet?

Yes, we can make custom balloon bouquets.

How far in advance should I place my order?

We recommend that you place an order at least four or five days in advance to ensure that we have the specific time slot you need available. We do offer same day deliveries but please keep in mind that our schedule may be full.

Is there a delivery charge?

Yes, we have a service that comes to pick up the balloons from our location and then drives to your delivery location to drop off your order. They charge \$38, which will be included in your final price.

What are your delivery hours?

Our normal delivery hours are 10:00 am to 4:00 pm on weekdays. We can make special arrangements for earlier or later deliveries for an additional fee. Prices may vary.

Are your balloons on strings?

Yes, our helium balloons come with ribbon attached, the same color as the balloon.

Can I have my balloons delivered a day before my event?

Yes, however we recommend you get the balloons delivered the day of the event.

We can add HI-Float for an additional .50 cents per balloon, which may increase the balloon life to approximately 48 hours.

Will table bouquets obstruct the view of the person across from me?

No, the balloon at the very bottom is approximately 30 inches from the table.

Can you come out to the event location?

We do not visit the event locations, we can do a consultation over the phone.

Do you accept credit cards?

We accept all payment through credit cards.

Can you deliver to hospitals?

We do deliver to hospitals, however some hospitals do not accept latex balloons. If your hospital does not accept latex balloons, we do have mylar balloon alternatives.

When will my balloons arrive?

We set a two hour time slot for each of our deliveries to allow time for travel and traffic.

Do you deliver the same day?

We do offer same day delivery, depending on our delivery schedule and availability. Please keep in mind our schedule fills up quickly closer to the weekends.

What is Hi-Float?

Hi-Float is a liquid that we use to coat the interior of latex balloons and reduces the speed at which helium escapes through the latex skin. It can increase the float time to longer than 24 hours. The additional time varies upon the the conditions of where the balloons will be placed and left upon delivery.

How long will balloons float?

11" latex balloons will float for 15-20 hours or 2 days if we treat them with Hi-Float. Mylar balloons can last up to two days. Please keep in mind that the weather, temperature, and other conditions can affect the durability of the balloons.

RESIDENTIAL DELIVERIES

Please provide a correct phone number to reach both you and the recipient. If no one is home to receive the delivery, we may call the recipient with the number provided. We will do our best to be discreet as to not ruin a potential surprise for them if we need to contact them. If the recipient cannot be reached, we will leave the balloons on the porch/near the doorway.

We can not guarantee a specific location of the property for delivery because there are some circumstances where we can not reach it.

SCHOOL DELIVERIES

Some schools have restrictions on balloon deliveries. Please contact the respective institution for approval, prior to ordering.

HOTEL DELIVERIES

For security reasons, we do not deliver balloons directly to the guests' rooms. We leave all balloon deliveries with concierge, front desk, or loading dock, depending on the hotel's regulations.

DELIVERIES TO SECURE FACILITIES

For all high-rise buildings, we leave all deliveries with a front desk, or receptionist. We can also call the recipient to let them know that we have arrived at the delivery location, so they can meet us outside to receive the balloons if need be.

HOSPITAL DELIVERIES

Please keep in mind when placing your order that some hospitals do not allow latex balloons on the premises due to latex being an allergen for some patients. We suggest mylar balloons as an alternative to this.

Once the balloons have been dropped off to any of these locations, we consider the delivery fulfilled.