



Light up letters and numbers

Frequently asked questions

Q. How tall are the light up letters and numbers?

A. All our letters and numbers are 4ft tall

Q. How wide are they?

A. Most of the letters and numbers are 2ft wide but larger letters like M, N and W are slightly wider

Q. How deep are they?

A. 20cm deep so they are perfect for against a wall

Q. How are they powered?

A. The lights run off one plug, we can connect up to 10 lights off the 1 plug

Q. Our party is outside, can we still have the lights?

A. No unfortunately not, after a number of damages caused by rain and heavy wind we do not allow outdoor hire.

Q. My party is in a marquee, is that a problem?

A. No that's fine as long as the marquee has secure sides and a solid base floor. We cannot allow hire on bare concrete or grass

Q. How long do I get the lights for?

A. If your party is in a venue, your hire will be for the duration of your party. Where possible next day collection. If your party is at home, you can have them overnight

Q. Do you give discount if I hire more letters or numbers?

A. No, we have ongoing special offers already giving substantial discount

Q. Will you give me discount if I collect the lights myself?

A. No we no longer allow collection of any of our equipment after a number of incidents that caused damage

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Q. Why are you charging me extra for travel?

A. We would rather be completely honest and break down your costs, we are the cheapest on the market and with the high fuel costs we are experiencing we can only offer free travel within a 10 mile radius. Please do remember, you may only be 20 miles away from us but our team would have to make that journey 4 times to fulfil your booking. On occasions the travel costs also include ULEZ, congestion zone charges and any Toll Road charges

Q. Are the lights colour changing?

A. No the lights are not colour changing but we can change the lighting to be a fixed colour, this includes, pink, purple, red, blue, yellow or green

Q. Why are you charging me a damage deposit?

A. As standard we take a damage deposit for any of our hire equipment. We expect wear and tear but as the hirer liability for damages is with you for the duration of your event from drop off to us collecting regardless whether the damage was caused by yourselves, your guests or your venue

Q. What would make me lose my deposit?

A. We expect some wear and tear but a deposit would be lost and possible additional charges incurred if you breached our no outside rules, if your guests left glasses on the top of the lights, if we arrived and the electrics were damaged or wet, if the lights had been knocked over and significantly damaged

Q. If there are no damages when do I get my deposit back?

A. Usually within a few days, we do need you to provide bank details for us to process

Q. do you give discount if we want the lights for longer than one day?

A. Yes we do

Q. We want to move the lights to another venue, is this possible?

A. We can provide prices for us moving these for you but unfortunately you will not be allowed to move these yourselves

Q. Do you provide any other decor with the light up letters and numbers?

A. Yes for an extra cost we can provide other decor with the lights. Some examples are:
Balloon Garland, Bubble Balloons, Clusters of Balloons etc. Please contact us for a quote.