

Cancellation & Rescheduling Policy

We value our clients' time and work hard to provide every client with the best possible photography experience. To ensure that appointments run smoothly and that we are able to offer availability to all clients, the following cancellation and rescheduling policy applies:

1. 24-Hour Notice Requirement

If you need to cancel or reschedule your appointment, you must contact us at least 24 hours prior to your scheduled session time.

- Notice may be given by phone, text, or email.
- Rescheduling is offered at no additional charge when the request is made within the 24-hour window.

2. Missed Appointments / Late Cancellations

If an appointment is cancelled or rescheduled less than 24 hours in advance, or if the client does not arrive for the session:

- The session will be recorded as a missed appointment, and
- The client will be required to book and pay for a new appointment before a new time slot will be scheduled.

3. Prepaid Sessions

Payments and deposits for missed appointments or late cancellations are non-refundable.

To book a new appointment, the client must pay the full session fee again.

4. Arriving Late

Clients arriving late may forfeit time from their session. If the photographer is unable to complete the session due to the late arrival, this will be treated as a missed appointment.

5. Exceptions

We understand that emergencies happen. Exceptions may be made at the studio's discretion for illness, family emergencies, or other unforeseen circumstances. Documentation may be requested.

Agreement

By booking a session with our studio, the client acknowledges and agrees to abide by the terms of this Cancellation & Rescheduling Policy.