

TURNAROUND POLICY

Photography: Delivered within **24 hours of the shoot's completion**

Videography: Delivered within **48 hours of the shoot's completion**

Please note

Photo delivery may include Saturdays, depending on scheduling.

*Video turnaround times apply to business hours only - **editing is not available on weekends or holidays.**

We appreciate your understanding and planning ahead accordingly.

TRAVEL FEES - OUT OF AREA SERVICE FEE

Out of service area fees apply to **appointments exceeding 100 km round trip,** calculated using our booking system and Google Maps, with rates determined individually by each photographer.

CANCELLATION POLICIES

Cancellations made up to **24 hours before** a scheduled appointment via email, text or phone call will be processed without a penalty.

Cancellations made **12 hours before** an appointment will be subject to a charge of **\$100 late cancelation/reschedule fee.**

Cancellations made **2 hours or less** before an appointment will be subject to a charge of **half of the service rate.** This includes appointments where our service provider is unable to access the property, no shows, property is not ready or is turned away.

