

CANCELLATION POLICY

1. Objectives and Background

Leah Maree Photos is committed to providing the best service in a timely manner. We aim to accommodate your needs.

Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

A session fee is obtained at the time of booking which is non-refundable.

2. Cancellation Process

We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to fill that appointment slot.

You may cancel by contacting us by:

- (a) phone 0431013251; or
- (b) email info@leahmareephotos.com.

We require a minimum of 24 hours notice for cancellation or reschedule. Please inform us by 24 hours prior to your scheduled appointment to notify us of any changes or cancellations.

If no prior notice or the notice given is not provided within the minimum notice period, you will lose your session fee (see below) for the missed appointment.

2.1. Late Arrivals

Late arrivals can only be extended to the remaining time of the scheduled appointment. If you are 30 late past your appointment we will cancel the appointment, which is non-refundable.

3. Acceptable circumstances for cancellation

We understand that plans may change due to uncontrollable and external circumstances. Missed appointments can be unintentional or may stem from an emergency, etc. Therefore, cancellation

due to such circumstances will be rescheduled free of charge. Having reschedule fees waived require approval from Leah Maree Photos.

4. Refund policy

The session fee is non-refundable which is agreed at the time of paying. You may reschedule if notice is given 24 before the scheduled appointment to Leah Maree Photos. In the event that the client needs to reschedule the date the Session Fee is transferable to another date within the following 12-month period. In the event of changes to the studio pricelist, prints and product pricing and availability for sessions will apply as at the newly booked date.

5. Questions

Our business firmly believes that a good client and business relationship is based upon mutual understanding. Questions about our cancellation policy should be directed to 0431013251.

6. Agreement

By booking an appointment with Leah Maree Photos, you agree that you have read, understood and consented to this Cancellation Policy. By continuing, you understand that you are holding a spot and you may be not get a refund if an appointment is cancelled without providing at least 24 hours notice or if the appointment is missed.



Leah Croker

31/12/2021
