



Halo Bridal Company Cancellation & Refund Policy 2025

1. General Policy Overview

At Halo Bridal Company, we understand that unexpected changes can happen. Our cancellation and refund policy is designed to honor both our artists' time and our clients' needs. By booking with us, you agree to the terms outlined below.

2. Retainer / Deposit Policy

- All bookings require a non refundable retainer to secure your date.
 - Retainers are applied toward your final balance.
 - Retainers are not transferable to another date unless approved by Halo Bridal Company.
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3. Cancellation by Client

If you choose to cancel your booking:

- More than 60 days before your event: You are responsible only for the non refundable retainer.
- 30 to 60 days before your event: 50 percent of the total invoice is due.
- Less than 30 days before your event: The full invoice amount is due and non refundable.

These policies ensure our team is compensated for the time reserved for your wedding.

4. Rescheduling

- Requests to reschedule are subject to artist availability.
 - If your new date is unavailable, it will be considered a cancellation and the policy in section 3 will apply.
 - Retainers may be moved one time if the new date is approved.
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5. Artist Cancellation

If Halo Bridal Company must cancel due to emergency or circumstances beyond our control:

- You will receive a full refund of your retainer and any payments made.
 - We will make every effort to refer another trusted artist or team if possible.
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6. No Show or Late Arrival

- If a client or bridal party member does not arrive on time, services may be shortened or forfeited without refund.
 - Artists will wait a maximum of 15 minutes past the scheduled start time unless otherwise arranged.
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7. Refunds

Refunds are only issued under the following circumstances:

- If Halo Bridal Company cancels your appointment.
- If an error occurred on our end. We stand behind our work.

Refunds are not issued for:

- Change of mind
 - Dissatisfaction due to not following provided preparation instructions
 - Conditions outside our control such as weather, delays, or venue issues
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8. Trial Appointments

- Trial payments are non refundable once the service is completed.
 - A missed or canceled trial within 24 hours will incur a full charge.
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9. Travel Fees and Additional Charges

Travel fees, parking fees, early morning start fees, and add on services are non refundable.

10. Contact

If you need to make adjustments, cancellations, or requests, contact our team as soon as possible:

Halo Bridal Company

Email: Halobridalco@gmail.com

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