

Bookings

All bookings require a 50% retainer to be paid at the time of booking. This retainer is Non-Refundable (NO EXCEPTIONS). Failure to meet terms of service will result in termination of service. **We reserve the right, at any time, for any reason, to terminate service. No refunds shall be given in these instances.**

(a) Materials Obtained: Any products or services that are given to the client must include credit to our team. This may be in the form of tagging, mentions, etc. You must mention FrozenMoon Productions when using our materials for any promotion, posting, etc. We reserve the right to put any watermarks in any materials given. All materials produced and recorded during the event are the sole property of FrozenMoon Productions. Video footage will be live and unedited.

(i) Extras: An SSD drive with live footage may be purchased at an additional cost and paid for when the second half of payment is due. This must be paid for in cash only and you will need to provide a mailing address. For photos: a flash drive can be purchased and mailed to you at an additional cost and must be paid for when the second half of payment is due. You must provide a mailing address at the time of final payment.

(b) Credentials: At the time of booking you must confirm that you will be able to obtain the appropriate credentials for our team (2) to enter your event. No exceptions. Failure to put our team on the appropriate list to gain entry will result in termination of service and the retainer will not be refunded.

(c) Payment: A 50% retainer is required at the time of booking our services. At which time your spot in our calendar will be secured and reserved. The rest of the payment must be made **IN CASH** (USD) upon our arrival at the event (NO EXCEPTIONS). Failure to do so will result in termination of service.

(d) Rescheduling/Cancellation: In the event that there is a need to reschedule your event/festival or there is a cancellation, the retainer will not be refunded. Our ability to carry out services in the event of a reschedule will be based upon our availability. You must notify us as soon as possible if your event gets rescheduled. Only then will we try to accommodate and reserve a new space for you (This is not guaranteed).

By booking with us, you agree to the terms outlined above.