

Cancellation Policy for SkyReelz Media Group

Last Updated: February 23, 2025

At SkyReelz Media Group, we understand that plans can change unexpectedly. To ensure fairness for both parties, our Cancellation Policy is outlined below. This policy applies to all bookings for photography, videography, and drone services.

1. Cancellations

- **Photography, Videography, and Drone Services:** If you need to cancel a booking, we require at least **24 hours' notice** prior to the scheduled service time.
 - **Notice Period (24 hours or more):** Cancellations made at least 24 hours before the scheduled service will receive a full refund of any deposits paid.
 - **Late Cancellations (less than 24 hours):** If a cancellation occurs within 24 hours of the scheduled service, a cancellation fee of **50%** of the total booking price will apply. This helps cover preparation costs and lost opportunities.

2. Rescheduling

- If you wish to reschedule your service, please contact us at least **24 hours before** the scheduled appointment. We will make every effort to accommodate your preferred date, subject to availability.
 - **Rescheduling Fee:** A rescheduling fee of **25%** of the total service cost may apply if the request is made within 24 hours of the original scheduled service.
 - **Notice Period for Rescheduling:** All rescheduling requests must be made at least 24 hours before the scheduled service to avoid additional fees.

3. Non-Refundable Deposits

- A non-refundable deposit may be required at the time of booking to secure your reservation. If you cancel within 24 hours or request to reschedule within this period, the deposit will not be refunded, but it may be applied to a future booking.

4. No-Show Policy

- If you fail to show up for your scheduled appointment, or do not provide at least 24 hours' notice for cancellation or rescheduling, the full service fee will be charged. This also includes failure to provide access to locations or delays caused by the client.

5. Emergency Situations

- We understand that emergencies arise. If you cannot provide 24 hours' notice due to an emergency, please contact us as soon as possible. We will consider waiving or adjusting fees depending on the situation and work with you to reschedule.

6. Force Majeure

- SkyReelz Media Group is not responsible for cancellations or delays caused by circumstances beyond our control, such as extreme weather, natural disasters, or other unforeseen events. In such cases, we will work with you to reschedule the service at a convenient time.

7. Contact Information for Cancellations/Rescheduling

To cancel or reschedule a service, please contact us at:

SkyReelz Media Group
customer@skyreelz.com