



CANCELLATION POLICY

1. Client-Initiated Cancellations:

- If a client cancels **14 days** or more before the scheduled project date, no further payment is required, but the \$100 deposit will not be refunded.
- Cancellations made **within 7 days** of the project date will require full payment of the project cost.

2. Rescheduling:

- Clients may reschedule **once** without penalty if requested **at least 14 days** before the project date.
- Rescheduling requests made within **14 days** of the project will incur a **25% rescheduling fee**, unless due to extenuating circumstances.

3. COLLABZ. Multi-Media - Initiated Cancellations:

- In the rare event that **COLLABZ. Multi-Media** must cancel the booking, the client will be offered a full refund of any payments made, or the option to reschedule at no additional cost.