

# Accessibility Statement

**Effective Date:** January 8, 2026

**Last Updated:** July 24, 2026

## Our Commitment

Moonlight Media is committed to providing an inclusive and accessible experience for all clients, website visitors, community members, and event participants, including people with disabilities.

We are continually working to improve the accessibility and usability of our website, digital content, communications, and services. Our goal is to make it easier for everyone to learn about Moonlight Media, request services, complete booking forms, review information, access client galleries, and communicate with our team.

## Accessibility Standards

Moonlight Media aims to make [www.moonlightmediapnw.com](http://www.moonlightmediapnw.com) accessible in accordance with generally recognized accessibility practices, including the Web Content Accessibility Guidelines ("WCAG") 2.2 Level AA where reasonably possible.

Accessibility is an ongoing process. Although we work to improve the accessibility of our website, we cannot guarantee that every page, feature, document, video, client gallery, or third-party service will always satisfy every accessibility standard.

## Accessibility Features and Efforts

Our accessibility efforts may include:

- Using clear headings and organized page structures
- Providing readable text and sufficient color contrast
- Supporting keyboard navigation where possible
- Adding alternative text to meaningful website images
- Using descriptive links and buttons
- Avoiding unnecessary flashing or rapidly moving content
- Making forms easier to understand and complete
- Supporting text enlargement and browser zoom
- Improving compatibility with screen readers and other assistive technologies
- Providing captions, transcripts, image descriptions, or alternative formats when reasonably available
- Reviewing new website content for accessibility concerns

Because Moonlight Media is a visual media business, our website contains photography, video, graphics, portfolios, and galleries. We will make reasonable efforts to provide meaningful descriptions or alternative ways to access important information presented through visual content.

## Photography and Video Content

Some photographs and videos are primarily creative, documentary, promotional, or portfolio-based. It may not always be practical to provide detailed descriptions for every image appearing in a large gallery or collection.

When an image or video communicates information needed to understand our services, pricing, booking process, policies, or other important content, we will make reasonable efforts to provide that information in an accessible text format.

Upon request, we may also provide reasonable alternatives such as:

- Written descriptions of important images
- Captions or transcripts for video content
- Written versions of information presented in graphics
- Accessible copies of documents
- Assistance reviewing a gallery or project deliverable

The availability of an alternative format may depend on the type, length, purpose, and age of the content.

## Forms, Questionnaires, and Contracts

Moonlight Media uses online forms, questionnaires, contracts, invoices, and payment systems as part of the booking and project process.

Please contact us if you experience difficulty:

- Submitting a contact or booking form
- Completing a project questionnaire
- Reviewing or signing a contract
- Reading an invoice
- Making a deposit or payment
- Accessing a client gallery
- Downloading photographs or videos

We will make reasonable efforts to provide another method for completing the process, such as assistance by email, telephone, or another mutually agreed format.

## Client Galleries and File Delivery

Client photographs, videos, and other project files may be delivered through third-party gallery, cloud-storage, payment, or file-transfer platforms.

We do not control every accessibility feature offered by these third-party services. If a client gallery or delivery platform creates an accessibility barrier, please contact Moonlight Media. We will make reasonable efforts to provide another access or delivery method when possible.

Alternative delivery may depend on file size, file type, security requirements, licensing restrictions, and available technology.

## **Third-Party Content**

Our website may include or link to third-party services, including:

- Client galleries
- Payment processors
- Scheduling tools
- Social media platforms
- Video players
- Maps
- Electronic contract systems
- Cloud-storage or file-delivery services

Moonlight Media does not control the accessibility of third-party websites, applications, or embedded content. However, we welcome reports of accessibility barriers involving these services and will consider reasonable alternatives when available.

## **Accommodations for Our Services**

Moonlight Media wants clients and participants to be able to meaningfully access our photography, videography, livestreaming, design, and other media services.

Clients may contact us in advance to request a reasonable disability-related accommodation for a consultation, photography session, filming project, event, meeting, gallery delivery, or other service.

Possible accommodations may include:

- Communicating through email or another preferred method
- Providing written instructions
- Allowing additional time when reasonably possible
- Coordinating an accessible meeting or session location
- Adjusting portions of a session workflow
- Providing information in an alternative format
- Working with a support person, interpreter, or authorized representative

Accommodation requests will be considered individually based on the nature of the request, the service being provided, location conditions, safety, available resources, and whether the requested accommodation would fundamentally change the service.

For events hosted or controlled by another organization, venue, school, department, tribe, or client, some accommodation requests may need to be coordinated directly with the event organizer or venue.

## Known Limitations

Despite our efforts, some content may not yet be fully accessible. Possible limitations may include:

- Older photographs, graphics, videos, or documents
- Large client or event galleries
- Embedded social media content
- Third-party booking, payment, or gallery systems
- Documents supplied by clients or outside organizations
- Content created before current accessibility practices were implemented
- Media for which detailed descriptions or transcripts are not yet available

We are working to identify and address accessibility concerns as part of our ongoing website and content updates.

## Accessibility Feedback

We welcome feedback about the accessibility of our website and services.

When reporting an accessibility concern, please include:

- The webpage, form, gallery, document, or service involved
- A description of the difficulty you experienced
- The type of assistive technology or browser used, when relevant
- The format or accommodation that may help you
- Your preferred method of contact

Please do not include passwords, complete payment-card numbers, medical records, or other unnecessary sensitive information in your message.

## Contact Moonlight Media

For accessibility questions, accommodation requests, or assistance accessing our website or services, contact:

### **Moonlight Media**

**Email:** [Contact.Moonlight.Media@gmail.com](mailto:Contact.Moonlight.Media@gmail.com)

**Website:** [www.moonlightmediapnw.com](http://www.moonlightmediapnw.com)

**Location:** Washington State, United States

Please use **"Accessibility Request"** in the email subject line.

We will review accessibility messages and make reasonable efforts to respond and provide assistance in a timely manner.

## **No Retaliation**

Moonlight Media will not discriminate or retaliate against a person for requesting a reasonable accommodation, reporting an accessibility concern, or seeking help accessing our services.

## **Changes to This Statement**

We may update this Accessibility Statement as our website, services, technologies, and accessibility practices change.

Updates will be posted on this page with a revised “Last Updated” date.