

Refund and Cancellation Policy

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Last Updated: July 24, 2026

Moonlight Media values fairness, transparency, and respectful communication. This Refund and Cancellation Policy explains how deposits, payments, cancellations, rescheduling requests, refunds, credits, and product concerns are handled.

This policy applies to photography, videography, filmmaking, livestreaming, drone coverage, graphic design, editing, printing, educational programs, event coverage, and other media services provided by Moonlight Media.

By booking services, signing an agreement, approving a proposal, or submitting payment, the client acknowledges this policy and any project-specific cancellation or refund terms.

1. Project-Specific Agreements

Because Moonlight Media provides different types of services, refund and cancellation terms may vary by project.

The terms contained in a signed service agreement, proposal, estimate, invoice, booking page, registration form, or written offer will control for that particular project.

When a project-specific agreement does not address a particular refund or cancellation issue, this general policy will apply.

Nothing in this policy limits any consumer right or remedy that cannot legally be limited.

2. Booking Retainers and Deposits

A retainer or deposit may be required to reserve a date, begin project planning, secure production time, or purchase project-related materials.

Unless the applicable agreement states otherwise, retainers and booking deposits are **nonrefundable** because Moonlight Media:

- Reserves the requested date and time
- May decline other work for the reserved period
- Begins project planning and administrative work
- Allocates staff, equipment, editing time, or studio resources
- May make nonrefundable commitments to vendors or locations

A payment is not considered a refundable security deposit unless Moonlight Media specifically identifies it as refundable in writing.

If Moonlight Media cannot perform the agreed services and the client does not accept a reasonable rescheduling option, replacement professional, or substitute service, the client will receive a refund of payments made for services Moonlight Media cannot provide, including the booking retainer when appropriate.

3. Client Cancellations

Cancellation requests must be submitted in writing by email to:

Contact.Moonlight.Media@gmail.com

The cancellation date will be the date Moonlight Media receives the written request.

Unless a signed agreement provides a different cancellation schedule, the following default terms apply.

Cancellation 30 or More Calendar Days Before Service

When a client cancels at least 30 calendar days before the scheduled session, event, or production:

- The booking retainer remains nonrefundable
- Payments exceeding the retainer may be refunded
- Completed work and nonrecoverable project expenses will be deducted
- Approved custom orders or materials already purchased will not be refunded

Cancellation 8–29 Calendar Days Before Service

When a client cancels between 8 and 29 calendar days before the scheduled service:

- The booking retainer remains nonrefundable
- Moonlight Media may retain up to 50% of the total project price
- Completed work and nonrecoverable expenses remain payable
- Any amount paid beyond the applicable cancellation charge may be refunded

Cancellation 7 or Fewer Calendar Days Before Service

When a client cancels seven or fewer calendar days before the scheduled service:

- Payments already made are generally nonrefundable
- The remaining project balance may remain due when required by the signed agreement
- Moonlight Media may offer a partial credit or rescheduling option at its discretion

This provision reflects the limited opportunity to replace a project cancelled close to its scheduled date.

4. Mini Sessions, Limited-Time Promotions, and Special Events

Mini sessions, promotional sessions, seasonal events, pop-up studios, tournament coverage, and other limited-availability services may have stricter cancellation terms.

Unless otherwise stated at booking:

- Mini-session and promotional booking fees are nonrefundable
- Missed or late sessions do not qualify for a refund
- A client who arrives late may receive a shortened session
- A late arrival does not extend the reserved session time
- Promotional pricing cannot automatically be transferred to another service
- Rescheduling is subject to availability and may not be possible
- Digital images already selected, downloaded, or delivered are nonrefundable

When Moonlight Media cancels an entire mini-session event, affected clients may choose between an available rescheduled date, an account credit, or a refund of the amount paid for the cancelled session.

5. Rescheduling Requests

Moonlight Media understands that unexpected circumstances occur.

Clients should request rescheduling as soon as reasonably possible. Approval depends on availability, the type of project, preparation already completed, and notice provided.

Unless the applicable agreement states otherwise:

- One rescheduling request may be allowed without a transfer fee when at least 14 calendar days' notice is provided
- The replacement date must generally occur within six months of the original date
- The original retainer may be transferred once to an approved replacement date
- The new date is not confirmed until Moonlight Media approves it in writing
- Current pricing may apply when the scope, location, season, or service requirements change
- A new retainer may be required for additional rescheduling requests
- A request to reschedule within seven calendar days may be treated as a cancellation

Rescheduled projects are subject to Moonlight Media's availability. We cannot guarantee a particular replacement date, team member, venue, season, or event time.

6. Illness, Family Emergencies, and Exceptional Circumstances

Moonlight Media will make reasonable efforts to work compassionately with clients experiencing a documented illness, family emergency, bereavement, severe weather event, or other significant circumstance outside their reasonable control.

Depending on the circumstances, Moonlight Media may offer:

- Rescheduling
- A transferable account credit
- A modified service
- A partial refund
- Another reasonable solution

These situations will be reviewed individually. A refund is not guaranteed when Moonlight Media remains available and able to perform the contracted services.

We may request reasonable information needed to evaluate the request, but clients should not send unnecessary medical records or other highly sensitive personal information.

7. Weather and Unsafe Conditions

Outdoor photography, videography, drone operations, and event coverage may be affected by rain, wind, wildfire smoke, extreme temperatures, lightning, hazardous roads, or other unsafe conditions.

Moonlight Media may recommend or require rescheduling when conditions could reasonably threaten:

- Client or participant safety
- Crew safety
- Equipment
- Travel
- Image or recording quality
- Lawful drone operation
- Successful completion of the project

When unsafe conditions require a postponement, payments will generally be transferred to an approved replacement date rather than refunded.

When the client chooses to cancel instead of accepting a reasonable rescheduling option, the ordinary client-cancellation terms may apply.

8. Cancellations by Moonlight Media

If Moonlight Media must cancel because of illness, emergency, equipment failure, safety concerns, or another circumstance, we may offer:

- A mutually agreed rescheduled date
- A qualified replacement professional
- A modified or substitute service
- An account credit
- A refund for services that cannot be performed

The client may decline a replacement professional or materially different substitute service.

When Moonlight Media permanently cancels a project and cannot provide an agreed alternative, payments for unperformed services will be refunded. Amounts associated with approved work already completed or products already delivered may be deducted when appropriate.

9. Completed Services

Payments for services already performed are generally nonrefundable.

This includes:

- Completed photography sessions
- Completed filming or event coverage
- Livestreaming that has already occurred
- Completed design or editing work
- Consultations
- Planning and preproduction work
- Travel already completed
- Staff or contractor time already used
- Delivered digital files
- Approved proofs
- Completed educational instruction
- Services affected by a client's late arrival, absence, or failure to participate

Creative services involve professional judgment and subjective preferences. A refund will not ordinarily be provided solely because:

- A client changes their creative preference
- A participant dislikes their pose, expression, clothing, hairstyle, or appearance
- The client expected a style that was not included in the agreed direction
- A client later decides they no longer need the completed service
- A client does not use the finished photographs, videos, or designs
- The final work differs from another creator's work

Moonlight Media will make reasonable efforts to follow the approved project description, agreed deliverables, and our established creative style.

10. Digital Products and Downloads

Because digital products cannot be physically returned, the following are generally nonrefundable after delivery or download:

- Digital photographs
- Videos
- Downloadable galleries
- Graphic-design files
- Templates
- Edited audio

- Livestream recordings
- Digital course materials
- Licensed media
- Other electronically delivered products

A client should contact Moonlight Media if a delivered file is corrupted, incomplete, technically defective, or materially different from the purchased deliverable.

When appropriate, Moonlight Media will first attempt to:

- Replace the file
- Correct the technical issue
- Restore access
- Re-export the deliverable
- Provide the correct item

A refund may be considered when Moonlight Media cannot provide the purchased digital deliverable or a reasonable replacement.

11. Custom Prints and Physical Products

Custom prints, photo books, albums, canvases, banners, framed artwork, apparel, branded products, storage devices, and other personalized items are generally nonrefundable after the client approves the order or production begins.

Moonlight Media will address products that are:

- Damaged during production or delivery
- Incorrectly printed
- Materially different from the approved order
- Defective because of a production error

Clients should inspect physical products promptly and notify Moonlight Media within seven calendar days of receipt.

The request should include:

- The client's name
- Order or invoice information
- A description of the problem
- Clear photographs showing the damage or defect
- Packaging photographs when shipping damage is involved

Moonlight Media may require the item to be returned or made available for inspection.

When a defect is confirmed, our preferred remedy will generally be correction, repair, or replacement. A refund may be issued when a reasonable replacement cannot be provided.

Minor differences in color, brightness, cropping, texture, or appearance resulting from screen settings, printing materials, paper type, or ordinary production variation may not qualify as a defect.

12. Third-Party Products and Expenses

Some projects involve third-party expenses, including:

- Studio rentals
- Venue fees
- Permits
- Travel reservations
- Equipment rentals
- Printing
- Shipping
- Music licenses
- Contractors
- Assistants
- Makeup artists
- Stylists
- Other vendors

Refunds for third-party expenses are subject to the vendor's policies.

Moonlight Media cannot refund an amount that a third-party vendor does not return. Any vendor refund received for the client's project will be credited or returned as appropriate, less applicable fees or completed administrative work.

13. No-Shows and Late Arrivals

A client is considered a no-show when they fail to arrive or participate within the time reasonably allowed for the scheduled service and have not received written approval to reschedule.

No-shows are not eligible for a refund.

Clients arriving late may receive a shortened session or reduced coverage so that Moonlight Media can honor other scheduled commitments.

The full service price remains due when:

- The client arrives late
- Participants are not prepared
- Access is delayed by the client or venue
- Required permissions are unavailable
- The client ends the service early
- Moonlight Media is prevented from performing because of circumstances under the client's control

14. Educational Programs and Classes

Unless a program-specific policy states otherwise:

- Registration deposits are nonrefundable
- Tuition may be refunded when withdrawal occurs before the stated enrollment deadline
- No refund is guaranteed after a class or certificate program begins
- Missed classes do not qualify for a partial refund
- Supplies, printed materials, software access, certifications, or products already provided are nonrefundable
- Moonlight Media may offer a transfer, credit, or make-up opportunity when reasonably available

When Moonlight Media cancels an entire program and cannot provide an alternative schedule, payments for the cancelled instruction will be refunded.

Scholarships, stipends, grants, continuing-education units, and tuition administered by another institution are subject to that institution's separate policies.

15. Scope Changes and Unused Services

A client's decision not to use an included service, production hour, image, revision, product, or deliverable does not automatically reduce the project price.

Packages may be priced as a complete service rather than as separately refundable components.

When the client reduces the project scope after booking, Moonlight Media may revise the deliverables but is not required to refund:

- Reserved production time
- Staff already scheduled
- Work already completed
- Equipment already secured
- Package discounts
- Nonrecoverable expenses

Any pricing adjustment must be approved by Moonlight Media in writing.

16. Duplicate or Incorrect Charges

Clients should notify Moonlight Media promptly if they believe they were:

- Charged twice
- Charged an incorrect amount
- Charged for an unauthorized addition
- Billed after making full payment
- Sent an invoice containing an error

Confirmed duplicate or incorrect charges will be corrected or refunded.

17. Refund Method

Approved refunds will normally be returned to the original payment method.

Moonlight Media may use another mutually agreed method when:

- The original payment method is unavailable
- The original account is closed
- The payment processor does not support the refund
- The payment was made by cash, check, grant, scholarship, or organizational purchase order

Refunds will be issued only to the person or organization that made the original payment unless written authorization or applicable payment rules require otherwise.

Processing fees charged by a payment provider may be nonrefundable when those fees are not returned to Moonlight Media, to the extent permitted by law and disclosed at the time of purchase.

18. Refund Processing Time

Moonlight Media aims to review a complete refund request within 10 business days.

When a refund is approved, Moonlight Media will generally initiate it within 10 business days. Banks, credit-card companies, payment processors, and other financial institutions may require additional time to post the funds.

Moonlight Media does not control processing times after a refund has been submitted to the financial institution.

19. Account Credits

When a refund is unavailable or not preferred, Moonlight Media may offer an account credit.

Unless otherwise stated in writing:

- Credits are valid for 12 months from the date issued
- Credits may be used only for services provided directly by Moonlight Media
- Credits have no cash value
- Credits cannot be sold
- Credits may not cover price increases, travel, products, vendors, or expanded services
- Transfers require written approval
- A credit does not guarantee availability on a particular date

The terms provided when the credit is issued will control.

20. Payment Disputes and Chargebacks

Clients are encouraged to contact Moonlight Media before initiating a payment dispute so we have an opportunity to review the concern and provide supporting information or a reasonable resolution.

Submitting a refund request does not suspend an undisputed payment obligation.

Moonlight Media may provide the applicable contract, invoice, payment authorization, communications, delivery confirmation, gallery-access records, and evidence of completed services to a financial institution reviewing a dispute.

Nothing in this section prevents a client from exercising a lawful dispute or consumer-protection right.

21. How to Request a Refund

Refund requests must be submitted in writing to:

Moonlight Media

Email: Contact.Moonlight.Media@gmail.com

Website: www.moonlightmediapnw.com

Location: Washington State, United States

Please use **"Refund Request"** in the subject line.

A request should include enough information for Moonlight Media to identify the project, payment, and reason for the request.

Submission of a request does not guarantee approval. Each request will be evaluated under this policy, the applicable service agreement, the work completed, project expenses, and applicable law.

Refund Request Form

Client Information

Client or Organization Name:

Name of Person Submitting Request:

Email Address:

Telephone Number:

Preferred Contact Method:

- ☐ Email
☐ Telephone

Project Information

Project, Session, Event, or Program Name:

Service Type:

- ☐ Photography
☐ Videography or Film Production
☐ Event Coverage
☐ Livestreaming
☐ Drone Coverage
☐ Graphic Design
☐ Prints or Physical Products
☐ Educational Program or Class
☐ Other: _____

Original Service or Event Date:

Invoice, Contract, or Order Number:

Name of Person or Organization That Made Payment:

Payment Information

Total Amount Paid:

\$ _____

Date of Payment:

Payment Method:

- ☐ Credit or debit card
☐ Electronic payment
☐ Check
☐ Cash
☐ Purchase order

- ☐ Scholarship or grant payment
- ☐ Other: _____

For security, do not provide a complete debit-card number, credit-card number, or bank-account number.

Type of Request

Please select the requested resolution:

- ☐ Full refund
- ☐ Partial refund
- ☐ Rescheduling
- ☐ Account credit
- ☐ Replacement or correction
- ☐ Duplicate-charge correction
- ☐ Other: _____

Amount Requested, if applicable:

\$ _____

Reason for Request

Please explain what happened, including relevant dates and communications:

Supporting Information

Please identify any documents or photographs included with this request:

- ☐ Invoice or receipt
- ☐ Contract or booking confirmation
- ☐ Cancellation communication
- ☐ Photographs of a damaged product
- ☐ Delivery or shipping information
- ☐ Payment record
- ☐ Other: _____

Do not include passwords, complete card numbers, medical records, or unnecessary sensitive information.

Client Acknowledgment

By submitting this form, I confirm that:

- The information provided is accurate to the best of my knowledge
- I am the client, payer, or an authorized representative
- I understand that submitting this form does not guarantee a refund
- I understand that the request will be reviewed under the applicable agreement and Moonlight Media's Refund and Cancellation Policy
- Moonlight Media may contact me for additional information
- Any approved refund will generally be issued to the original payer or payment method

Printed Name:

Signature:

Date:

For Moonlight Media Use

Date Request Received:

Request Reviewed By:

Applicable Contract or Policy Terms:

Completed Work or Nonrecoverable Expenses:

Decision:

- ☐ Approved in full
- ☐ Approved in part
- ☐ Credit offered
- ☐ Rescheduling approved
- ☐ Replacement approved
- ☐ Additional information required
- ☐ Denied

Approved Refund or Credit Amount:

\$ _____

Reason or Resolution Notes:

Date Client Notified:

Refund or Credit Processing Date:
