

# Headshot Strategist®



213.616.8100

www.HeadshotsByPeggy.com

## Policy Overview

### DEPOSIT POLICY:

We require a \$100 deposit to reserve an appointment for most Sessions

We require a 50% deposit for all Events

All deposits are NON-REFUNDABLE

### PAYMENT POLICY:

We require that the balance is paid in full the day the services are given. *Exception to this policy is: IF a payment plan has been previously worked out, agreed upon and signed prior to the day of the service.*

All payments are NON-REFUNDABLE

### EXPLANATION OF POLICY:

When a deposit is paid, Headshots by Peggy a.k.a. the Headshot Strategist® will block that time out and not accept other clients for that time slot. So, another words, your deposit pays for that time slot. IF your plans or situation changes or for some reason you are unable to make your appointment Headshots by Peggy a.k.a. the Headshot Strategist® has already blocked that time out of the schedule therefore, NON REFUNDABLE. *In some cases, part or all of the deposit can be applied to another appointment time, this is a case to case situation, factors include but are not limited to: If Headshots by Peggy a.k.a. the Headshot Strategist® missed other work, how far in advance did you have to cancel, the nature of the session, etc ...*

Payment is payment for my service. IF for some reason you are not happy with the results of the images, Headshots by Peggy a.k.a. the Headshot Strategist® does not offer a refund.

It is always our goal at Headshots by Peggy a.k.a. the Headshot Strategist® to have 100% of our clients 100% satisfied, but from time to time a client is unhappy with the results. Normally, this is because the client is unhappy with their looks, for some reason. *In most situations Headshots by Peggy a.k.a. the Headshot Strategist® is happy to offer a re-shoot, but not a refund.*

When are you entitled to a refund? If Headshots by Peggy a.k.a. the Headshot Strategist® is unable to provide your services; another words, due to illness, or equipment failure we are unable to complete our session, and you are unable to reschedule, in this case Headshots by Peggy a.k.a. the Headshot Strategist® is happy to give you a refund for services not rendered.

*Note: Headshots by Peggy a.k.a. the Headshot Strategist® has a ZERO TOLERANCE policy for hate speech and actions as well as harassment. If during your session you choose to behave in that manner, you will be ask to leave and NO REFUND will be issued.*