

# MORA MEDIA LLC – CANCELLATION & RESCHEDULING POLICY

*Designed for clarity, fairness, and a luxury client experience*

At Mora Media LLC, we value professionalism and respect for both your time and ours. This policy ensures that all scheduling changes are handled smoothly, fairly, and with intention.

## CANCELLATIONS

### **7+ Days Before Service**

No penalty is applied. We appreciate the advance notice.

### **Under 7 Days**

Your deposit may be forfeited as time and resources have already been allocated to your project.

### **Same-Day Cancellation**

The full session or project fee is due. Same-day cancellations significantly impact our scheduling and production planning.

## RESCHEDULING

### **• 72+ Hours Notice Required**

One complimentary reschedule is included with your booking.

### **• Additional Reschedules**

Further changes may involve a rescheduling fee, depending on project complexity and team availability.

## **NO-SHOW POLICY**

Appointments missed without communication are billed in full, as the time was reserved exclusively for your project.

