

# 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.

