

Booking & Cancellation Policy

Effective November 2025

RETAINER & PAYMENT

A 50% retainer is required at the time of booking to secure your date. The remaining balance is due 7 days before the event.

CANCELLATION

All cancellations must be submitted in writing.

- Cancellations made more than 7 days before the event: the retainer is non-refundable and no additional amount is due.
- Cancellations made within 7 days of the event: the full session fee is non-refundable.

TRAVEL EXPENSES

Quoted rates include estimated travel costs. Any pre-booked travel — airfare, hotel, ground transportation, or vehicle rentals — is non-refundable once booked, regardless of when a cancellation occurs. If actual travel costs exceed the retainer, the difference will be invoiced separately.

RESCHEDULING

If an event or service requires rescheduling, it must be done at least 7 days prior to the original event date. Your retainer will be applied to the newly scheduled date and time. Any rescheduling requested within the 7-day window will be treated as a cancellation. Any non-refundable travel costs already incurred remain your responsibility.

QUESTIONS?

If you have any questions about this policy before booking, we're happy to discuss them. Reach out at sharkfinstudios.com and we'll get back to you promptly.