

NOVELLECHO EXPERIENCE

Refund & Cancellation Policy

General Policy

At Novellecho Experience, every journey involves significant planning and coordination with independent Retreat Hosts, Destination Management Companies (DMCs), accommodations, transportation providers, and activity operators. As a result, certain costs are incurred well before the Program begins.

Refund eligibility is determined by the timing of the cancellation and the recoverability of expenses already committed on the participant's behalf.

Registration Fee

The Registration Fee is non-refundable.

This fee covers administrative costs including program planning, booking coordination, participant support, operational preparation, and reservation processing.

Travel Deposit

The Travel Deposit is applied toward the total Program cost and may be eligible for refund based on the cancellation schedule below and the amount recoverable from third-party vendors.

Cancellation Schedule

More than 60 days before departure

- Registration Fee: Non-refundable.
- Travel Deposit and any installment payments: Eligible for a full refund, less any unrecoverable third-party costs already incurred.

31–60 days before departure

- Registration Fee: Non-refundable.
- Travel Deposit and installment payments: Eligible for a partial refund based on recoverable costs from accommodations, transportation providers, activity operators, and other vendors.

30 days or fewer before departure

- Registration Fee: Non-refundable.
- Travel Deposit and installment payments: Generally non-refundable due to vendor commitments and operational costs, unless otherwise approved in writing by Novellecho.

No-Show

Participants who fail to arrive, miss scheduled departures, voluntarily leave a Program early, or otherwise do not participate are not eligible for a refund.

Participant Substitution

Where reasonably practicable and permitted by applicable vendors, a participant may request to transfer their reservation to another qualified participant before departure. Transfer requests are subject to approval and may incur administrative fees or vendor-imposed charges.

Program Changes

Novellecho reserves the right to make reasonable adjustments to accommodations, transportation, activities, schedules, or itineraries due to weather, safety considerations, operational requirements, or circumstances beyond its reasonable control.

Such changes do not automatically entitle participants to a refund.

Program Cancellation by Novellecho

If Novellecho cancels a Program before departure for reasons other than participant misconduct, participants may receive one of the following, at Novellecho's discretion and subject to recoverable third-party costs:

- A refund of eligible payments;
- A credit toward a future Program; or
- A transfer to another available Program.

Force Majeure

Refunds are not guaranteed for cancellations or disruptions caused by circumstances beyond Novellecho's reasonable control, including but not limited to natural disasters, government actions, pandemics, civil unrest, airline disruptions, or other force majeure events.

Where possible, Novellecho will work in good faith with participants and third-party providers to maximize any recoverable amounts.

Travel Insurance

Travel insurance is mandatory for all participants.

Participants are strongly encouraged to obtain coverage that includes Trip Cancellation, Trip Interruption, Emergency Medical Expenses, and Medical Evacuation, as these policies may reimburse costs that are not refundable under this policy.

NOVELLECHO PHOTO

Booking, Cancellation & Refund Policy

Booking Confirmation

Photography sessions are confirmed upon receipt of the required booking retainer.

Booking Retainer

The booking retainer is non-refundable.

The retainer secures the scheduled date and compensates for consultation, planning, scheduling, and the reservation of time that is no longer available to other clients.

Remaining Balance

Unless otherwise agreed, the remaining balance is due before or on the day of the scheduled session.

Final edited images will not be delivered until all outstanding balances have been paid.

Client Cancellation

More than 14 days before the session

- The booking retainer remains non-refundable.
- Any payments made beyond the booking retainer will be refunded.

8–14 days before the session

- The booking retainer remains non-refundable.
- Additional payments may be refunded, less any non-recoverable expenses already incurred.

7 days or fewer before the session

- The booking retainer remains non-refundable.
- Additional payments may be non-refundable if preparation, travel, permits, venue reservations, assistants, or other costs have already been committed.

Rescheduling

Clients may request to reschedule one time without penalty when notice is provided at least seven (7) days before the scheduled session and the new date is mutually available.

Additional rescheduling requests or requests made within seven (7) days may be subject to rescheduling fees.

Photographer Cancellation

If Novellecho is unable to perform the scheduled session due to illness, emergency, or circumstances beyond reasonable control, the client may choose between:

- Rescheduling the session; or
- Receiving a full refund of all amounts paid.

Weather

For outdoor sessions, weather-related postponements may be rescheduled at no additional charge when conditions are deemed unsafe or unsuitable by Novellecho.

Creative Services

Photography is a creative service. Clients acknowledge that editing style, artistic direction, lighting conditions, weather, participant cooperation, and environmental conditions may influence the final delivered images.

Digital Products

Due to the nature of digital photography and editing services, delivered photographs, digital downloads, and completed creative work are non-refundable.

Client Responsibility

Clients are responsible for arriving on time, obtaining required permits or permissions (unless otherwise agreed), and communicating any important requests before the session.

Late arrivals may reduce available shooting time without reducing the session fee.