

REFUND & CANCELLATION POLICY

Effective Date: December 1st, 2025

This Refund & Cancellation Policy applies to all services provided by **Novellecho** (“we,” “us,” or “our”). By booking our services, you agree to the terms outlined below.

1. BOOKING DEPOSITS

- All bookings require a **non-refundable deposit** to secure the date and time.
 - Deposits cover scheduling, preparation, and the reservation of creative resources.
 - No session date is considered confirmed until the deposit is received.
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2. CANCELLATIONS BY CLIENT

If you need to cancel your session:

- **More than 7 days before the session:**
 - Deposit remains non-refundable
 - Any additional payments made (if applicable) may be refunded or credited at Novellecho’s discretion
 - **7 days or less before the session:**
 - All payments made are non-refundable
 - **No-shows or same-day cancellations:**
 - No refunds or credits will be issued
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3. RESCHEDULING

- One reschedule request may be granted if made **at least 72 hours before** the scheduled session.
 - Rescheduled sessions must take place within **90 days** of the original date.
 - Additional reschedule requests may incur a rescheduling fee.
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4. CANCELLATIONS BY NOVELLECHO

In the unlikely event that Novellecho must cancel due to illness, emergency, or circumstances beyond our control:

- Clients will receive a **full refund** of all payments made **or**
 - The option to reschedule at no additional cost
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5. WEATHER & UNCONTROLLABLE CONDITIONS

For outdoor or destination sessions:

- Weather, lighting, and environmental conditions are considered inherent risks.
- Refunds are **not** issued due to weather unless Novellecho determines the session cannot reasonably proceed.
- Alternative locations, dates, or creative adjustments may be offered instead of refunds.

6. DIGITAL FILES & DELIVERABLES

- Due to the custom and creative nature of photography services, **no refunds are issued once digital files are delivered.**
 - Editing style, artistic interpretation, and final selections are subjective and aligned with Novellecho's portfolio and creative direction.
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7. TRAVEL & DESTINATION SESSIONS

For sessions involving travel:

- All travel-related expenses (flights, accommodations, permits, transportation) are **non-refundable** once booked.
 - Clients are responsible for reimbursing any non-recoverable costs if a session is canceled.
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8. CHARGEBACKS

Clients agree to contact Novellecho directly to resolve any issues before initiating a chargeback. Unauthorized chargebacks may result in forfeiture of services and legal action.

9. CONTACT

For questions regarding this policy or to request a reschedule:

Novellecho
Email: Novellecho@gmail.com
Location: New York City, NY