

Booking & Payment – FAQ

How do I secure my date? 📅

To secure your date/time, both a **signed contract (sent electronically)** and a **30% non-refundable retainer** are required. Bookings are first come, first secured. The retainer must be paid within 24 hours of receiving the invoice for regular bookings. Bookings made less than 14 days in advance must be paid in full at the time of signing the contract before the business closing time.

When is the balance due? 💳

The remaining balance is due **14 days before your appointment**. Late payments will incur a **\$1 per day fee**. Services will be cancelled and the retainer forfeited if balance is not paid at least **7 days prior**.

What about previews (trials)? 🎤

The **preview (trial) balance** is due in full **14 days before the preview appointment**, even if both dates are under the same agreement. This amount is **separate from the event-day balance**.

Can I change services after booking? ✏️

Once booked, services **cannot be reduced or removed**. Additional services may be added in advance if time and availability allow.

What if I need to cancel? ❌

Retainers are non-refundable.

- **14+ days before:** any balance paid (minus retainer) is refunded.
 - **Within 13 days:** no refund.
- Payments already rendered and Square fees are non-refundable.

What if the artist cancels? 🙄

In the rare event I must cancel due to illness or emergency, you will receive a **full refund including the retainer** for any services not yet provided.

Can I reschedule? 🔄

Rescheduling is allowed **only for Monday–Thursday bookings**.

Appointments scheduled **Friday–Sunday cannot be rescheduled**.

One reschedule may be granted with **3+ days' notice**, and a fee may apply. Availability is not guaranteed.

⚖️ **Important Note:** This FAQ is a summary of the most common booking questions. If you decide to book, please make sure to **read the full legal agreement carefully**, as it contains all terms and conditions.