

CANCELLATION POLICY

1. Cancellation Timeframe:

- For cancellations made 1 day or more in advance of the scheduled service, no cancellation fee will be charged.
- For cancellations made within 1 day of the scheduled service, a cancellation fee of 50% of the total booking amount will apply.

2. Rescheduling:

- If you need to reschedule your appointment, we kindly request that you notify us at least 6 hours in advance.
- Rescheduling requests made within 6 hours of the appointment time may be subject to availability and may incur an additional fee.

3. No Shows:

- In case of a no-show (failure to appear for a scheduled service without prior notice), a fee equivalent to 100% of the total booking amount will be charged.

Please note that this cancellation policy applies unless otherwise specified for specific services or promotions offered by Empatheia Films. We highly recommend reviewing all terms and conditions specific to your particular booking before making any reservations.

To cancel or reschedule your appointment, please contact our customer support team at karangour@empatheiafilms.com.