

Session Cancellation Policy, Storybook Santa Session

By placing your deposit for your Storybook Santa Experience, be aware that we will reserve the studio, the time of our staff, and Santa's time to serve you. As this deposit will reserve the time and resources necessary to serve your family, it is non-refundable. The deposit may be applied to your session by attending your appointment as scheduled. If an unavoidable emergency such as illness should occur, please call the studio at 918-663-0079 right away. We will make every effort to transfer your deposit to another available appointment. Call or message the studio at your earliest knowledge of your need to reschedule. Do not email a cancellation request. Cancellation or rescheduling must be requested by phone or text message to 918-663-0079. Please do not arrive at an appointment if you or your child is ill. If it is not possible to reschedule when Santa is available, we may retain a portion of the deposit to apply to direct losses the studio may incur, such as commissions paid for professional services and staff compensation. When possible, the studio will offer transfer of part or all of deposit to apply to a new booking that will occur within 30-days of the original appointment date.

Do not email your cancellation or rescheduling request. Please call or message the studio right away, at 918-663-0079. The earlier we know, the better we may be able to provide options to accommodate your needs. Thank you.

*COVID-19 cancellation policy:

This year, if the client or any member of their household answer yes to any item on the [COVID-19 Screening Questionnaire](#), we ask that you do not enter our studio. Please notify us as soon as possible by calling or messaging 918-663-0079. Santa and the Studio agree to reschedule or refund your deposit when rescheduling is not possible.