# Refund & Cancellation Policy – Brighter Spaces Media Ltd (trading as BrighterSpaces)

## 1. Refunds and Cancellations

* 48+ hours notice before a booking → Full refund
* Less than 48 hours notice → No refund
* If we cancel a session → Full refund offered
* If we reschedule, no refund is offered unless the client opts to cancel entirely
* These terms do not apply if a formal contract is in place. The contract terms will take precedence.

## 2. After Delivery

* Once digital content (photos, tours, floor plans) is delivered:
* - No refunds are issued
* - We do offer free amendments for reasonable edits or corrections

## 3. Payment Terms

* Full payment must be received before any booking is scheduled
* Payments are made securely via Stripe or Sterling Bank