

THE STORY BUS CANCELLATION & RESCHEDULING POLICY

A Service of Fyffe Media Company LLC

Effective Date: 06_05_2026

The Story Bus understands that schedules change and unexpected situations occur. This policy is intended to provide clear expectations while remaining fair and reasonable for all parties.

BOOKING REQUIREMENT

All Story Bus sessions require payment in full before a session can be scheduled.

Scheduling is not considered confirmed until payment has been received and acknowledged by The Story Bus.

CANCELLATION POLICY

Clients may cancel a scheduled session by providing at least twenty-four (24) hours notice before the scheduled session start time.

Cancellation requests should be submitted by phone, email, or another agreed-upon communication method.

CANCELLATIONS WITH MORE THAN 24 HOURS NOTICE

If a client cancels at least twenty-four (24) hours before the scheduled session:

- A refund may be issued, or
- The client may choose to reschedule the session

The Story Bus reserves the right to process refunds within a reasonable timeframe.

CANCELLATIONS WITH LESS THAN 24 HOURS NOTICE

Cancellations made less than twenty-four (24) hours before the scheduled session may not be eligible for a refund.

Because recording time, travel, scheduling, preparation, and reserved availability have already been committed, late cancellations may result in forfeiture of all or part of the session fee.

Exceptions may be made at the sole discretion of The Story Bus.

NO REFUNDS AFTER RECORDING BEGINS

Once recording has started, no refunds will be issued.

This applies regardless of whether the recording is audio-only, video, Zoom-based, in-home, outdoor, or another approved format.

RESCHEDULING POLICY

Clients may request to reschedule a session by providing at least twenty-four (24) hours notice before the scheduled session.

Rescheduling requests are subject to availability.

The Story Bus will make reasonable efforts to accommodate requested scheduling changes whenever possible.

LATE ARRIVALS

If a participant arrives late, The Story Bus will make reasonable efforts to complete the session within the remaining scheduled time.

Late arrival may reduce available recording time.

Additional recording time may require additional scheduling and fees.

NO-SHOW POLICY

If a participant fails to appear for a scheduled session without prior notice, the situation will be reviewed on a case-by-case basis.

Factors that may be considered include:

- Communication attempts
- Emergencies
- Weather conditions
- Health situations
- Travel disruptions
- Other reasonable circumstances

The Story Bus reserves the right to determine whether a refund, rescheduling opportunity, partial credit, or forfeiture of fees is appropriate.

STORY BUS CANCELLATIONS

In rare situations, The Story Bus may need to cancel or reschedule due to circumstances including:

- Illness
- Equipment failure
- Weather
- Family emergency
- Travel conditions
- Safety concerns
- Circumstances beyond reasonable control

If The Story Bus must cancel a session, the client may choose:

- A rescheduled session
- A full refund
- Another mutually agreed-upon solution

RECORDING FAILURES

If a technical issue, equipment failure, file corruption, or other recording-related problem prevents successful completion of a session, The Story Bus may provide:

- A replacement session
- A rescheduled session
- A partial refund
- A full refund
- Another reasonable remedy

The selected remedy shall be determined based on the specific circumstances.

EXCEPTION POLICY

The Story Bus recognizes that life sometimes presents unexpected situations.

Reasonable exceptions may be granted when circumstances justify flexibility.

Any exception is provided at the sole discretion of The Story Bus and does not establish a future obligation to grant similar exceptions.
