

Cancellation Policy

February 2025

The Agency's cancellation policy is agreed to, unless otherwise documented in a mutually signed contract.

Confirmed orders

Verbal or written acceptance of a quotation by an authorised representative of The Client organisation (i.e. a customer) constitutes a confirmed order, with or without a Purchase Order.

Once a customer order has been placed, it can be amended or cancelled by an authorised representative of The Client organisation, in line with the following terms.

Amendments for brand, campaign, content or other projects:

- Requests to amend a project prior to project commencement will be accommodated.
- Requests to amend a project once it has been started will be accommodated, where possible, and subject to a charge to cover all agency (and third-party) costs incurred to date, plus a 20% management fee, plus the revised project costs.

Cancellations for brand, campaign, content or other projects:

- Requests to cancel a project prior to project commencement will be subject to a cancellation fee equal to 50% of the total project costs.
- Requests to cancel a project once it has been started will be subject to a charge to cover all agency (and third-party) costs incurred to date, plus a cancellation fee equal to 50% of the total project costs. The combined charge will not exceed the total quoted project costs.

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Cancellations for projects involving distribution, events, photography and videography/motion:

- Requests to cancel a project with more than 7 working days' notice of a planned activity will be subject to a charge to cover all agency (and third-party) costs incurred, plus a cancellation fee equal to 50% of the total project costs. The combined charge will not exceed the total quoted project costs.
- Requests to cancel a project within 7 working days' or less of a planned activity will be subject to a cancellation fee equal to 100% of the total project costs, even if the work is rescheduled for a future date.

For pre-paid projects

- Once a project has been paid for, cancellation is not possible.
- In these circumstances, The Client can reassign budget between projects, but all work must be completed within The Agency's current financial year. Any Client underspend will be lost.