TYRONE CROSSMAN PHOTOGRAPHY
CANCELLATION & POSTPONEMENT POLICY

We understand that plans sometimes change. This policy explains how to cancel or postpone a booking, how any charges or refunds are assessed, and what happens if we are unable to provide the agreed service.

1. Scope and how to contact us

This policy applies to wedding photography and other photography bookings with Tyrone Crossman Photography, unless a written booking agreement provides a more specific lawful arrangement.

Please send cancellation or postponement requests in writing to tyrone@tyronecrossman.com, identifying your name, booking date and booking reference. We will confirm receipt and explain the next steps.

This policy should be read together with your quotation, booking agreement, Terms & Conditions and Refund Policy. Your rights under South African law remain unaffected.

2. Wedding booking fee and payments

A R3,500 booking fee reserves your wedding date and is credited towards your total package price. The balance is ordinarily payable 14 days before the wedding.

The booking fee is not automatically forfeited simply because a cancellation occurs. Where a cancellation charge is legally permitted, we will assess a reasonable amount in light of the circumstances and applicable consumer law. That amount may be offset against payments already received.

If the amount already paid exceeds the lawful cancellation charge and the value of services or products already supplied, the difference will be refunded.

3. If you cancel a wedding booking

Please notify us as soon as possible. We will assess any cancellation charge case by case, considering the date of cancellation, time reserved, work already completed, reasonable costs and commitments incurred, and the opportunity to secure a replacement booking.

If we secure another booking for the cancelled date, that will be considered when assessing our actual loss and any reasonable cancellation charge. A replacement booking does not automatically determine the entire refund, but it may reduce the charge.

We will provide a written breakdown of any proposed deduction and the resulting refund. We will not impose an arbitrary fixed percentage irrespective of the circumstances.

Where section 17 of the Consumer Protection Act applies, no cancellation fee will be charged in the circumstances specified by section 17(5), including qualifying death or hospitalisation of the person for whom the booking was made.

4. Cancellation of other photography sessions

For family, portrait, maternity, portfolio, property and other sessions, please cancel in writing as soon as you know you cannot attend.

If no booking fee was paid and no work or non-recoverable costs were incurred, ordinarily no cancellation charge will apply.

Where preparation, travel, specialist arrangements, reserved time or other reasonable costs have been incurred, a reasonable cancellation charge may apply to the extent permitted by law. We will explain any amount before retaining it.

For commercial assignments, cancellation of work already performed or commissioned will be assessed against the agreed quotation and applicable law.

5. Postponing or rescheduling

Requests to change a date are subject to availability. We will make reasonable efforts to accommodate one requested change without a separate administration fee when sufficient notice is given and no additional costs are incurred.

For ordinary non-wedding sessions, we ask for at least seven business days' notice for a free date change, where practicable. For weddings, we will assess postponement requests individually because dates are reserved well in advance.

An existing wedding booking fee may be transferred to an available new date by written agreement. Any new travel, accommodation, supplier or other costs must be disclosed and agreed before the new booking is confirmed.

If the proposed date is unavailable and no suitable alternative can be agreed, the booking will be handled under the cancellation provisions, subject to applicable law.

6. Weather and outdoor sessions

For outdoor portrait, family, maternity or similar sessions, unsafe or impractical weather may require a change of location or a postponement. We will discuss suitable options without automatically treating the change as a client cancellation.

Weddings and other fixed-date events normally proceed despite adverse weather. We will make reasonable professional adjustments to locations, timing and photographic approach, subject to safety and venue restrictions.

If conditions make performance impossible, the parties will discuss a fair outcome based on services actually provided, recoverable costs and applicable law. There is no automatic rule that completing half a session counts as full performance.

7. If Tyrone Crossman Photography cannot attend

If illness, an emergency or another serious event prevents us from providing the agreed services, we will notify you as soon as reasonably possible.

Where appropriate, we may propose a suitably qualified replacement photographer, but only with your agreement. You are not required to accept a substitute.

If an acceptable substitute or rescheduled date cannot be agreed, we will refund payments attributable to services not provided, and provide any additional remedy required by law. Where the entire booking cannot be fulfilled, a full refund of amounts paid will ordinarily be offered.

8. Events beyond either party's control

Extraordinary circumstances such as severe natural disasters, government restrictions or other events beyond reasonable control may prevent or materially affect a booking.

We will communicate promptly and consider rescheduling, services already delivered, costs reasonably incurred and any refund or other remedy required by law. This clause does not remove rights that cannot lawfully be excluded.

9. Refund procedure

Once a cancellation is confirmed, we will send a written calculation showing amounts paid, any lawful deductions, and the balance due for refund.

Approved refunds will ordinarily be processed within 10 business days after the amount and recipient payment details have been confirmed, unless a different statutory deadline applies.

Refunds will normally be made by electronic funds transfer to the original payer or through the original payment method where available. We may take reasonable steps to verify payment details to prevent fraud.

Questions or disputes about a calculation can be sent to tyrone@tyronecrossman.com. We will review them fairly and respond in writing.

10. Consumer rights and policy changes

Nothing in this policy excludes or restricts rights under the Consumer Protection Act, Electronic Communications and Transactions Act or other applicable South African law.

Any statutory cooling-off right applies only where the relevant legal conditions are met. This policy does not create an unconditional five-business-day cooling-off right for every booking.

The version accepted when a booking is confirmed will ordinarily apply to that booking unless otherwise agreed or required by law.

Contact: tyrone@tyronecrossman.com | www.tyronecrossman.com

Effective date: 21 November 2026