



The Phactory: Policies



All packages are estimates! We enjoy speaking with our clients beforehand to get a better understanding on what specific wants and needs are necessary for your day to be the absolute best it can be!

Sessions are scheduled through Booking forms and all information within the booking form is confidential between company and client.



All Sessions require a “Reserve the day” security deposit. This allows for your specific date and time to be reserved on the Phactory’s Calendar, and so that nothing can be scheduled in its place.



Booking Forms are only valid for 72hr (3days) after it is emailed to the customers. After this time, the date and /or time can be given to another client because of volume.



The Phactory’s understands that situations arise, and that is no problem! All sessions can be rescheduled within 4 days of the original scheduled session date. (After 4 days, you must complete another booking form and deposit.)

Travel Fees are only added to distances longer than 60 miles

Late Fees are added if the customer arrives 15 minutes after the scheduled session time.

(15 minutes- \$10.00 ; 20 minutes - \$15.00, etc.)

Additional time to session time slots is as follows:

30mins: \$20.00 1hour: \$40.00 2hours: \$60.00



We are not responsible for any Package items, if you have not claimed/obtained them within 2 months after you have received the edits.