



BLACK SWAN AERIALS

OFFICIAL BOOKING POLICY

Thank you for choosing Black Swan Aerials for your aerial videography needs. Please review the following terms carefully, as they govern all bookings made with our company.

1. BOOKING CONFIRMATION

A shoot is considered officially booked once a 10% deposit has been received. As a courtesy, clients will receive a confirmation reminder via call or text message 48 hours prior to the scheduled shoot.

2. DEPOSIT POLICY

A non-refundable deposit of 10% of the total project cost is required at the time of booking to secure your date. The remaining balance is due upon completion of the shoot, unless otherwise agreed upon in writing. Your date is not considered confirmed until the deposit has been received.

3. ACCEPTED PAYMENT METHODS

We accept payment via Stripe, including all major Visa debit and credit cards, as well as CashApp, PayPal, Venmo, Google Pay, and Apple Pay. Checks are not accepted under any circumstances. Clients paying in cash are kindly asked to provide the exact amount due, as Black Swan Aerials does not keep change on hand for services rendered.

4. CANCELLATION POLICY

- Cancellations made more than 72 hours prior to the scheduled shoot: no penalty; full rescheduling available.
- Cancellations made within 48 hours of the scheduled shoot: a cancellation fee of up to 50% of the total quote may apply.

5. NO-SHOWS AND LAST-MINUTE CANCELLATIONS

Clients who fail to appear for a scheduled shoot without prior notice, or who cancel with insufficient notice, will be charged the full project price.

6. RESCHEDULING

Requests to reschedule must be submitted at least 48 hours in advance and are subject to pilot and equipment availability. One complimentary reschedule is included per booking; subsequent reschedules may be subject to a nominal administrative fee.

7. LATE ARRIVAL BY BLACK SWAN AERIALS

In the event Black Swan Aerials arrives more than 15 minutes late without prior notice, the client will be offered a complimentary reschedule. Should rescheduling not be preferred, a full refund of any payment made will be issued.

8. CLIENT-REQUESTED CHANGES ON-SITE

Any additional time or scope requested during the shoot — including extra locations, extended flight time, or added deliverables — will be billed at our standard hourly or add-on rate, and requires client approval prior to proceeding.

9. AIRSPACE AND PROPERTY ACCESS

Black Swan Aerials assumes responsibility for confirming legal authorization to operate within the airspace of the scheduled property or location, and for identifying any applicable airspace restrictions in advance of the shoot. Black Swan Aerials will not conduct flight operations in restricted or unauthorized airspace under any circumstances.

10. DELIVERABLES AND USAGE RIGHTS

Final edited files will be delivered digitally within 5–7 business days following the shoot. Raw, unedited footage is not included unless purchased separately. Clients receive a license for their agreed-upon use (marketing, personal, etc.). Black Swan Aerials retains the right to use footage for portfolio and promotional purposes, unless otherwise agreed upon in writing.

11. LIABILITY

Black Swan Aerials operates in full compliance with FAA Part 107 regulations and all applicable federal, state, and local laws. Black Swan Aerials shall not be held liable for delays or cancellations resulting from weather conditions, regulatory restrictions, or other circumstances beyond its reasonable control.

By booking a session with Black Swan Aerials, the client acknowledges and agrees to the terms outlined above.