

Dear Clients-

I hope this email finds you healthy and well during this strange time. In considering what the next weeks and months may look like, I wanted to reach out to you, my wonderful clients, with clarification to a few of the questions I have received. In regards to events in the future, there are three possible scenarios with various options within. Please see below.

1. If the scheduled event has been postponed due to COVID-19
  - a. If the client would like to book Ivy's Illustrations for a rescheduled date, the original down payment will go towards the rescheduled date. Please contact Ivy's Illustrations regarding the rescheduled date as soon as possible to confirm Ivy's availability prior to booking.
  - b. If the client decides not to use Ivy's Illustrations for the rescheduled date, the client will be refunded ½ of the down payment.
  - c. If Ivy's Illustrations is not available for the rescheduled date, the client's full down payment will be refunded.
  - d. If Ivy's Illustrations cancels\* services for the events, the client's full down payment will be refunded.
2. If the scheduled event has been cancelled and will not be rescheduled
  - a. The client's full down payment will be refunded.
3. If the scheduled event will continue as planned
  - a. Wonderful! Ivy's Illustrations is appreciative of your interest and excited to be a part of your event!
  - b. If the client decides to cancel the services provided by Ivy's Illustrations for the originally scheduled event, the client will be refunded ½ of down payment.
  - c. If Ivy's Illustration cancels\* services for the event, the full down payment will be refunded.

\*Through all of this, Ivy will be considering her own health during these times.

Ultimately, if Ivy's Illustrations is not used for Live Fashion Illustration for your event, she would still like to provide you with something special. Please consider sending a couple's wedding photo, a dress photo, or any other sentimental image for her to illustrate at no charge. Your interest in her services and trust in her talent means the world to her.

Sincerely,

Ivy's Illustrations