



Policies & Service Terms

1. Cancellation & Rescheduling Policy

1.1 Clients may cancel their scheduled services without penalty by providing a minimum of 48 hours' notice prior to the appointment.

1.2 Cancellations made within 48 hours of the scheduled appointment will incur a cancellation fee equal to 50% of the total service fee.

1.3 Clients may request to reschedule an appointment up to 24 hours before the scheduled service time without penalty, subject to availability.

1.4 Reschedule requests made less than 24 hours prior to the appointment will be treated as cancellations and subject to the same fees outlined in Section 1.2.

1.5 Failure to appear for a scheduled appointment without prior notification will result in a full service fee charge.

1.6 In the event of a cancellation or reschedule due to circumstances beyond the client's control (e.g., emergencies or severe illness), Birds Eye Sky Shots may waive associated fees at the owner's discretion.

2. Weather Contingency Policy

2.1 Due to safety, regulatory, and operational considerations, Birds Eye Sky Shots reserves the right to postpone or cancel drone flights in the event of adverse weather conditions, including but not limited to:

- Rain
- Snow
- Heavy fog
- Lightning
- Wind speeds exceeding 25 miles per hour



Policies & Service Terms

2.2 In the event of a weather-related postponement, the client will be notified immediately, and a new service date will be coordinated at the earliest mutually agreeable time.

2.3 No additional fees will be charged for weather-related rescheduling outside the client's control.

2.4 If a client insists on proceeding with a shoot against weather advisories, Birds Eye Sky Shots reserves the right to refuse service on-site for safety and regulatory compliance reasons.

2.5 If rescheduling due to weather extends beyond 30 days, a full refund or credit may be offered at the discretion of the business owner.

3. FAA Compliance

3.1 All drone operations performed by Birds Eye Sky Shots are conducted in full accordance with the Federal Aviation Administration (FAA) Part 107 regulations and applicable local laws.

3.2 Flights are carried out exclusively by FAA Part 107 Certified Remote Pilots.

3.3 The company performs pre-flight safety assessments and airspace authorization checks prior to every job.

3.4 Drone operations within restricted or controlled airspace, or near airports and special event venues, require appropriate waivers or authorizations. These must be obtained before a scheduled flight, and may affect availability or scheduling.

3.4.1 The Certified Remote Pilot will inform the client in advance if any prior authorizations or waivers are required for a planned operation. Whenever possible, the Certified Remote Pilot will pursue the necessary authorizations independently. However, if client involvement is required, the pilot will communicate this promptly and provide guidance to facilitate the process.



Policies & Service Terms

3.5 Birds Eye Sky Shots reserves the right to refuse, delay, or reschedule services if legal authorization, safety conditions, or site permissions are not in place.

4. Image Usage & Licensing Policy

4.1 Unless otherwise agreed in a signed written agreement, Birds Eye Sky Shots retains full copyright ownership of all images, video, and media content produced.

4.2 Upon full payment, clients are granted a royalty-free, non-exclusive, perpetual license to use delivered media for personal or business purposes, including but not limited to marketing, social media, websites, and print materials.

4.3 Clients may not resell, sublicense, redistribute, or profit from any media files without prior written consent from Birds Eye Sky Shots. Requests to obtain resale rights will be considered on a case-by-case basis and may be subject to an additional licensing fee.

4.4 Birds Eye Sky Shots reserves the right to use any captured media for company marketing, social media, portfolio, or promotional purposes unless a client requests privacy or exclusivity at the time of booking.

4.5 Exclusive licensing agreements or restrictions on public display can be arranged upon request and may be subject to additional fees.

4.6 Requests for raw or unedited media must be made in writing and may be subject to additional charges.

4.6.1 Clients may request a re-delivery of previously provided media files within 60 days of the original delivery date at no additional charge. After 60 days, a retrieval fee may apply if archived files are still available. Birds Eye Sky Shots does not guarantee indefinite storage of client media unless otherwise agreed in writing.



Policies & Service Terms

5. Liability Disclaimer

5.1 Birds Eye Sky Shots commits to conducting all operations with professionalism, care, and safety in mind. However, the company is not liable for any property damage, personal injury, or incident occurring during drone operations unless caused by proven negligence.

5.2 It is the client's responsibility to ensure that all permissions, permits, and property access rights are secured for the intended flight area prior to the scheduled appointment.

5.3 Clients are responsible for disclosing any known hazards, restrictions, or concerns regarding the service location before operations commence.

5.4 Birds Eye Sky Shots shall not be held responsible for delays or cancellations due to circumstances beyond its control, including but not limited to adverse weather, changes in FAA regulations, equipment failure, or restricted airspace conflicts.

5.5 In areas with high pedestrian or vehicle traffic, additional safety measures may be required. Clients may be responsible for coordinating crowd control, access restrictions, or local law enforcement permissions if necessary.

6. Policy Disclaimer

6.1 These policies are designed to promote transparency, consistency, and safety in all operations. However, they are subject to revision at any time at the sole discretion of the business owner. Bird's Eye Sky Shots reserves the right to update, modify, or remove any policy without prior notice to reflect changes in operational needs, regulatory requirements, or business strategy.

Dalyn Waite

Owner | UAS Pilot
Part 107 Certified