

Terms & Conditions

When you do business with Direct Motion, you are agreeing to the following:

For Creative Commissions, Marketing, Branding, PR, and DEIB Consulting:

All project/work-related communications are to be held via email.

Clients can generally expect emails to be returned within three (3) business days (Monday-Friday)

Receipt of first payment triggers the start of work.

Receipt of first payment solidifies our project's agreed upon Compensation and Scope of Work.

Projects may not be added or changed without additional compensation.

Refunds - full or partial - are not offered for completed or canceled work.

Deliverables requested with less than 5 business days' turnaround time for the first deadline incur a \$25 rush fee.

Requests for less than 48 hrs turnaround time incur a \$50 rush fee.

Standard hourly rates are \$50/hr for nonprofits and queer+ small businesses; \$75/hr for corporate clients.

Creative project flat rates include two (2) rounds of edits only. Additional changes will be charged at the standard hourly rate with a one-hour (\$50) minimum.

Payments are due within one (1) calendar week of the invoice date. Client incurs \$20 late fee per each week late.

Flat-rate project payments are due half upfront and half upon delivery of the final files.

Paying in full for a deliverable upfront does not entitle Client to preferential treatment, favors, or additional deliverables not originally agreed upon in the original Scope of Work without additional compensation.

For in-person live entertainment events:

By attending either in person or online variety shows, classes, or other live events offered by Direct Motion Creative Collective, participants agree to hold sole responsibility for their own safety.

Direct Motion Creative Collective, Mack Mercury, and the venues that host events are not to be held legally, financially, or otherwise liable for any injury that may occur while attending events.

Refunds are not offered.

For weekly online dance & exercise classes:

By attending either in person or online in variety shows, classes, or other live events offered by Direct Motion Creative Collective, Participants agree to hold sole responsibility for their own safety.

Direct Motion Creative Collective is not to be held legally, financially, or otherwise liable for any injury that may occur while participating in classes.

Refunds are not offered, but promotional value does not expire. Students who miss class may take a "make-up class" at no additional charge.

