

Cancellation and Rescheduling Policy

This document details the cancellation and rescheduling policy of Chiswick House & Gardens and the fees payable. The fees and cancellation notices differ depending on the location type and the scale of the booking. The aim of this cancellation policy is to compensate location owners when they have declined other enquiries, on the same dates that have been booked by a production and later cancel their booking. We appreciate productions are often forced to change their dates last minute. As such, some bookings may be rescheduled, subject to availability - but additional fees may be applicable.

1. Cancellations

- a. Exterior Locations, Tech/Crew Car Parking, Servicing Rooms
- b. Interior Locations – *pencil made more than 8 weeks in advance of the shoot*
- c. Interior Locations – *pencil made less than 8 weeks in advance of the shoot*
- d. Unit Bases

2. Rescheduling (all booking types)

Crew size should include cast, crowd, artists, models, agency reps, contributors, presenters and entourage.

1a - Exterior Locations, Tech/Car Parking, Servicing Rooms

- **Pencil request made 4 weeks or more before the shoot date:** Quote provided; if within budget, pencilled immediately. 4 weeks before the shoot, an application must be submitted to retain the pencil.
- **Pencil request made less than 4 weeks before the shoot date:** Quote provided; if within budget, pencilled immediately. After 3 working days, an application must be submitted to retain the pencil.
- Once an application has been made, cancellation fees apply as below. Admin fees are always 100% payable.

Crew size:	1 to 25
Cancellation notice	% of Location / Parking / Servicing Room fees payable
48 hours +	0%
24 - 28 hours	25%
< 24 hours	50%
Not informed	100%

Crew size:	26 +
Cancellation notice	% of Location / Parking / Servicing Room fees payable
1 week +	0%
48 hours - 1 week	25%
< 48 hours	50%
Not informed	100%

1b. Interior Locations

Pencil requested more than 8 weeks in advance of shoot

- Quoted provided; if within budget, pencilled immediately. After 10 working days, an application must be submitted and holding deposit (equal to 25% of the total fees) paid to retain the pencil.
- Holding deposit must be paid (or P.O. provided) within 3 working days of receipt of invoice. Holding deposit is non-refundable.
- If the pencil is request is made less than 8 weeks before the shoot date, please see section 1c below.
- Once an application has been made, holding deposit is retained and cancellation fees apply as below. Admin fees are always 100% payable.

Cancellation notice	Fee Type	% payable
4 weeks +	Staff costs	0%
	Location fees	0%
2 - 4 weeks	Staff costs	0%
	Location fees	25%
1 - 2 weeks	Staff costs	50%
	Location fees	50%
< 1 week	Staff costs	100%
	Location fees	50%

1c. Interior Locations

Pencil requested less than 8 weeks in advance of shoot

- Quote provided; if within budget, pencilled immediately. After 3 working days, an application must be submitted to retain the pencil.
- Once an application has been made, cancellation fees apply as below. Admin fees are always 100% payable.

Cancellation notice	Fee Type	% payable
4 weeks +	No fees payable	
2 - 4 weeks	Staff costs	50%
	Location fees	50%
< 2 weeks	Staff costs	100%
	Location fees	75%

1d. Unit Bases

- Quote provided; if within budget, pencilled immediately. After 3 working days, an application must be submitted to retain the pencil.
- Once an application has been made, cancellation fees apply as below. Admin fees are always 100% payable.

Cancellation notice	% of fees payable
2 weeks +	0%
1 - 2 weeks	25%
< 1 week	50%
Not informed	100%

- If a cancelled booking is rebooked by another production, the cancellation fees will be waived.
- The production must contact FilmFixer to enquire if the unit base has been rebooked and if they are subsequently eligible for waived cancellation fees.

2. Rescheduling

- Rescheduling dates is possible, subject to availability.
- Some bookings will need to pay an increased location fee to cover the location owner's loss of income due to the cancellation of the original dates
- An additional admin fee will always be applicable depending on the level of work required to move the booking. This will be calculated on a case-by-case basis.
- If staff costs were originally applicable and the rostering cannot be rearranged, then the original staff costs may be payable in full (often staff shifts are arranged around existing bookings at which point the location owner is legally obliged to fulfill the arranged shifts). If the booking dates are rearranged, the location owner will be required to book new shifts to accommodate then new dates at which point these will be payable on top of the original staff costs.

Crew size:	1 to 25
Cancellation notice	% of Location fee increase
1 week +	0%
48 hours - 1 week	10%
< 48 hours	25%

Crew size:	26 +
Cancellation notice	% of Location fee increase
2 weeks +	0%
1 - 2 weeks	10%
< 1 week	25%