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Cancellation and Refund Policy

If you need to cancel your shoot, please let the relevant member of staff know in writing (via E mail - quoting the FilmApp reference number) as soon as possible.

We know that filming requirements can change regularly and often at short notice and we will do our utmost to ensure flexibility. However, depending on the application, costs may have been incurred that will need to be covered, we will endeavour to inform you of these as soon as possible.

It is likely that some administration costs will have been incurred and as such are non-refundable.

Please note that payments for additional services such as but not limited to, parking suspensions or road closure notices, are liable to third party cancellation policies and as such will be reviewed on a case by case basis. We cannot guarantee a full refund of these charges.

If you have any questions about your specific application, please discuss these with the member of staff processing your application.

We have a payment run every two weeks (around the 14th and 30th of each month), if you are due a refund, the member of staff will inform you of which payment run it is due on.