

MOBILE: 01202 143900 | **EMAIL:** CONTACT@BHSCENES.CO.UK | **WEBSITE:** WWW.BHSCENES.CO.UK

We understand that unforeseen circumstances may arise, and plans may change. To maintain transparency in our business practices, we have established the following cancellation policy.

1. Cancellation Period:

For video or photo production projects, clients must provide written notice of cancellation at least 14 days before the scheduled shoot date or project commencement date.

2. Cancellation Fees & Refunds :

If a project is cancelled more than 30 days before the scheduled date, a 25% cancellation fee will be applied.

If a project is cancelled less than 30 days but more than 14 days before the scheduled date, a 50% cancellation fee will be applied.

If a project is cancelled less than 14 days before the scheduled date, a cancellation fee of 100% will be applied and no refund will be issued.

Refunds due to clients as a result of cancellations will be processed within 30 days of the scheduled shoot date.

3. Rescheduling:

If the rescheduled date cannot be fulfilled by us, we will revert to our cancellation policy and the client will be subject to a cancellation fee.

The client will be subject to all additional costs incurred to accommodate for rescheduling. If the client does not agree to the additional costs or fees, we reserve the right to cancel the project which will then be subject to cancellation fees.

If a project is rescheduled more than 30 days before the scheduled date, no admin fee will be applied.

If a project is rescheduled less than 30 days but more than 14 days before the scheduled date, an admin fee of 10% will be applied to the project cost.

If a project is rescheduled less than 14 days before the scheduled date, we reserve the right to cancel the project and revert to our cancellation clause.

4. Force Majeure:

In cases of unforeseeable circumstances such as extreme weather conditions or natural disasters, we reserve the right to reschedule the shoot or project without imposing cancellation fees.

5. Client Responsibilities:

Clients are responsible for providing all necessary information, locations, and access required for the successful execution of the project. Failure to do so may result in additional costs or cancellation fees.

6. Project-Specific Terms:

Some projects may have unique terms and conditions outlined in their individual contracts. Clients are advised to review these terms carefully, as they may supersede the general cancellation policy.

7. Communication:

All cancellation notices and requests for rescheduling must be submitted in writing via email to contact@bhscenes.co.uk or postal mail to the contact information provided.

BH Scenes LTD
Unit B Terrace Vista
4 Terrace Road
Bournemouth
BH5 2NP

Clients acknowledge their understanding and acceptance of this cancellation policy by engaging in our services. If you have any questions or require further clarification regarding this policy, please contact us at contact@bhscenes.co.uk.