

Cancellation & Postponement Policy

1. Production Cancellation or Postponement

If, for any reason (including events beyond the production company's control, but excluding any default on the part of the Location Owner), the Production Company is unable to proceed with a confirmed booking, the Production Company must notify SoScout in writing as soon as possible.

The following cancellation terms apply:

- **Cancellation more than 48 hours before the first scheduled entry:** the booking may be cancelled and any fees already paid will be refunded, **less the €125 cancellation fee and any reasonable costs already incurred by the Location Owner in preparing for the booking.**
- **Cancellation within 48 hours of the first scheduled entry:** the booking is non-refundable and the **full agreed booking fee remains payable**, together with any costs incurred by the Location Owner in preparing for the booking.
- The Production Company remains responsible for any reasonable costs incurred by the Location Owner as a result of the cancellation or changes to the booking.

Where both parties agree to move the booking to an alternative date, SoScout may retain the booking fee and apply it to the alternative booking, subject to agreement of the new date and any revised booking arrangements.

2. Reduction in Booked Days

Where a Production Company wishes to reduce the number of preparation or shoot days included in a confirmed booking, the following terms apply:

- A reduction notified **at least two business days before the first scheduled use of the Location** may be accepted, with the booking fee reduced by **50% of the contractual daily location fee for each day removed.**
- Where a reduction is notified **within two business days of the first scheduled use**, the **full agreed booking fee remains payable**, with no reduction for the removed day or days.
- **Once the Production Company has entered the Location, there will be no change to the agreed fee structure and no refund or reduction for unused days or unused time.**
- For the purposes of determining whether a Location has been used, the presence of the Production Company, crew, contractors, equipment, vehicles or other Production Company property at the Location will constitute use.

A confirmed multi-day booking reserves the Location for the agreed period, and the booking fee is therefore not calculated solely by reference to the number of hours or days ultimately used by the Production Company.

3. Weather

Where weather conditions prevent the Production Company from using the Location on a scheduled shoot day, the Production Company and Location Owner may agree to reschedule the affected shoot day to the next mutually available date.

The rescheduled shoot day must take place within 14 days of the originally scheduled shoot day.

4. Location Owner Cancellation

While rare, we understand that a Location Owner cancelling a confirmed booking can have a significant impact on a production and may require substantial logistical support from SoScout.

Where a Location Owner cancels a confirmed booking, the following terms apply:

Refunds and Financial Liability

- The Producer or Company listed on the invoice or booking agreement will receive a full refund of amounts paid in respect of the cancelled booking.
- The Location Owner may be responsible for losses reasonably incurred by SoScout and/or the Producer or Company as a result of the cancellation.
- Any scheduled payout to the Location Owner for the cancelled booking will be voided.
- SoScout reserves the right to impose financial penalties on a Location Owner where appropriate.

Fines and Payment Terms

Any applicable fine may be deducted from amounts otherwise payable to the Location Owner, or SoScout may issue an invoice for the fine, which will be payable within seven days.

A Location Owner may also be liable for additional costs, including:

- Displacement costs incurred by the Producer or Company;
- A fine equal to the greater of €125 or 30% of the total booking price; and
- Delisting of the Location from the SoScout platform in the event of multiple cancellations within a six-month period.

5. Extenuating Circumstances

SoScout may, at its discretion, allow a Location Owner to cancel a confirmed booking without penalty in circumstances that are genuinely outside the Location Owner's reasonable control.

The Location Owner may be required to provide documentary evidence supporting the cancellation.

Where the circumstances are verified and approved by SoScout:

- All applicable booking fees will be refunded to the Producer or Company;

- No payout will be made to the Location Owner; and
- SoScout may waive any applicable fines or penalties.

Examples of extenuating circumstances may include, but are not limited to:

- The unexpected death or serious illness of the Location Owner, a key production team member or an immediate family member of either party;
- Severe injury materially restricting the Production Company's ability to travel or the Location's ability to provide the booked space;
- Natural disasters or extreme weather events resulting in a declared state of emergency affecting access to or use of the Location;
- Urgent travel restrictions, prohibitions or security advisories issued by relevant governmental authorities after the booking was confirmed;
- Severe property damage or unforeseen maintenance issues rendering the Location unsafe or unusable; or
- Legal, municipal or utility-related orders or restrictions that prevent access to or use of the Location.

These circumstances are considered on a case-by-case basis by SoScout.