

# Young FilmMakers Club

## REFUND POLICY



The Young FilmMakers Club strives to fulfill their commitment to each individual school every term.

What we promise :

- As long as minimum numbers of 9 are reached The Young FilmMakers Club will have staff in place to run your Young FilmMakers Club. Furthermore we will never cancel a clubs run halfway through a term except due to extenuating circumstances.
- We will never cancel a Young FilmMakers Club unless a leader is unavailable to attend.
- DVDs will be delivered to the children at the latest by the end of a following term (e.g a spring club may receive their DVDs by the end of the summer term)
- We will send club dates on our sign up letter or email prior to the club starting for your staff to check and confirm if they are/are not correct.

What we will refund for:

- If WE have to cancel clubs for any reason.
- If a club's minimum numbers are not achieved & we cancel.
- If a parent fails to cancel their second half term recurring payment through paypal (Refund Form must be completed).

What we won't refund for:

- If the school cancels a club, this includes but is not limited to; weather, unhappy with leader or club in general, confusion over club dates, unhappy with our DBS/CRB policy and relevant documentation (DBS/CRB LETTER, PLI/Employee Insurance and safeguarding)
- If a school or parent(s) are unhappy with or do not receive the finished DVD (Including but not limited to, loss of footage, film's not included or child not featured on camera enough).
- If a child misses a number of sessions once payment has been made.
- If a child/parent decides to stop their child attending once payment begun. \*In this case the first half term will not be refunded however the second half term will be.
- If a parent fails to interpret club dates correctly and fails to send their child after they have booked through paypal.
- If we have cancelled a club and given the school two options to make up the missed session(s) and they decline. These options include but are not limited to, adding sessions at the end of term and longer sessions (e.g adding time to existing session, 90 minute sessions instead of 60 minute sessions).

How do I apply for a refund:

- A refund form must be requested from DoubleTake Movies through the 'About Us & Contact Us' page on the website and contacting our founders. The form is then sent to our head office. A decision is made by our directors as to whether a refund will be granted. If the refund appeal is accepted this will be processed online via paypal. A decision can take up to 8 weeks.
- A £5 admin fee will apply if a parent decides to cancel their child's place for any reason.