STUDIO FOOTBALL LIMITED
BOOKING, CANCELLATION & REFUND POLICY
Version: 4.1 — 18 November 2026
Company Number: 17443093
Registered Office: 5 Rochford Lofts, Pollards Close, Rochford, Essex, SS4 1GB, United Kingdom
Website: www.studiofootball.co.uk | Email: play@studiofootball.co.uk
Policy Overview: This document outlines the booking payment rules, rescheduling allowances, refund calculations, and statutory rights for Studio Football. It forms part of our contract with you, together with our Customer Terms & Conditions. If there is any inconsistency between the two, the Terms & Conditions take priority. Section 9C of the Terms & Conditions explains how they apply to business, club and organisation bookings.
1. MAKING A BOOKING
We want booking your Studio Football experience to be straightforward. Bookings can be requested through WhatsApp or another contact method advertised on our website.
Before confirming your booking, we will agree the package, price, date, time, location and any additional services with you. Your booking is confirmed when we have sent written confirmation and received the required deposit. Before you pay, we will send you this policy, our Terms & Conditions and our Privacy Notice as documents you can keep. You must be aged 18 or over to make a booking.
2. DEPOSITS AND PAYMENT TIMELINE
Payment StageAmount / DeadlineDetails
At Booking50% Deposit (unless we agree a different amount in writing)An advance payment towards the total price. It is not a non-refundable deposit. If you cancel, we deduct only the amounts described in sections 4 to 6 and refund the balance.
Before Session StartsRemaining 50% BalanceMust be paid at least 48 hours before your scheduled session. For bookings made fewer than 48 hours in advance, full payment is due on confirmation. If the balance is not paid by the due date, we will remind you; if it remains unpaid we may treat the booking as cancelled by you and sections 4 to 6 will apply.
3. CHANGING YOUR BOOKING (RESCHEDULING)
Rescheduling (at least 7 days' notice): You can reschedule your session up to twice free of charge, subject to availability. Each change needs at least 7 days' notice, and each replacement session must take place within 6 months of the original session date.
Rescheduling (fewer than 7 days' notice): Handled on a case-by-case basis. We will tell you before you decide whether any charge applies. Any charge will not exceed our actual net loss, calculated in the same way as a cancellation under sections 4 to 6.
Exceptions: Customer change limits do not apply to postponements initiated by Studio Football (such as weather delays).
4. CANCELLING YOUR BOOKING
If you need to cancel rather than reschedule, please email us at play@studiofootball.co.uk as soon as possible. Your cancellation takes effect when we receive it.
Where you cancel, any refund or cancellation charge will be fair and proportionate:
We may retain up to 10% of the total package price to cover a genuine lost booking opportunity, but only to the extent that this loss has actually arisen.
We will take reasonable steps to reduce our losses, including attempting to fill your cancelled slot where practical. We will not automatically retain 10% where the slot is successfully rebooked.
We will not automatically retain your entire deposit or payment.
No 14-day cooling-off period for experiences: because a Studio Football experience (including a Match Day or party) is a leisure service provided on a specific date, the 14-day right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 does not apply to it. This policy and our Terms & Conditions set out your cancellation rights instead. If you book as a consumer for us to film a match or event that Studio Football does not organise, section 4 of our Terms & Conditions explains your right to cancel within 14 days. Your other statutory rights are unaffected.
5. EXTERNAL VENUE CANCELLATION COSTS
Certain packages (such as external Match Day filming) take place at external football venues. We will tell you before you book if your package involves an ext

ernal venue and whether that venue charges a cancellation fee, and we will incl ude any venue charge in the total price we confirm to you.
Where you cancel a booking involving an external venue, we may separately deduc t documented, unavoidable, and reasonable venue cancellation costs genuinely in curred specifically for your booking, only insofar as they cannot reasonably be recovered, avoided, or reduced. These venue costs are separate from the maximu m 10% lost booking charge, and we will never recover the same loss twice.
6. HOW REFUNDS ARE CALCULATED
Deduction ElementRule / Limitation
Lost Booking OpportunityCapped at a maximum of 10% of total package price; appl ied only if actual loss arises.
External Venue FeesActual, documented, non-recoverable costs genuinely incurred specifically for the booking.
Preparation costsReasonable costs of preparation work done specifically for you r session that we cannot recover or reuse.
Example: If you book a £200 experience, pay a £100 deposit, and cancel with jus tifiable lost opportunity cost of £20 (and no venue fees), your refund will be £80. Any deduction is limited to our actual net loss after we have taken reason able steps to reduce it, such as re-selling your slot, and we will explain how it has been calculated. If you have statutory rights to a full refund, no charg es apply.
7. BAD WEATHER POSTPONEMENTS
If Studio Football postpones a session due to unsafe outdoor weather conditions :
We will offer a replacement date at no additional charge.
If no suitable alternative date can be agreed, we will refund everything you ha ve paid for that session. If part of a session has already taken place, we will offer to complete it on another date or refund a fair proportion of the price.
Weather postponements initiated by Studio Football do not count against your tw o free customer reschedules.
For this policy, unsafe weather can include lightning, ice, extreme heat or oth er conditions that make the session unsafe. Venue closures or local-authority d irections may also require postponement or cancellation. We will communicate th e reason and offer the remedies stated above, without reducing statutory rights .
8. CANCELLATIONS BY STUDIO FOOTBALL
If we must cancel or rearrange a booking due to illness, equipment failure, ven ue issues, or circumstances beyond our control, we will offer a suitable altern ative date. If you do not accept the alternative, or none is available, we will provide a full refund as required by law. Customer cancellation charges never apply when Studio Football cancels.
9. PROBLEMS WITH FILMING OR DELIVERABLES
We aim to deliver the footage and films included in your booking within 14 cale ndar days of the session. If delivery is delayed, we will explain the reason an d provide an updated estimated delivery date. This target does not restrict you r statutory rights. If a technical issue materially affects filming or an agree d deliverable is missing/defective, please notify us promptly. We will investig ate and provide an appropriate remedy, such as re-editing the video, repeating an affected element where practical, or a price reduction or refund. If footage of your session is lost or unusable because of something within our control, w e will offer to film the session again at no extra charge or refund the price p aid for the affected part of your package, whichever you prefer. Under the Cons umer Rights Act 2015 our services must be provided with reasonable care and ski ll, and the edited videos we supply are digital content that must be of satisfa ctory quality, fit for purpose and as described.
10. REQUESTING A REFUND
To request a refund, email play@studiofootball.co.uk with your booking details. Refunds will be paid within 14 days of your cancellation or of our agreeing th e refund, using your original payment method. We do not charge an administratio n fee for processing a refund.
11. CONTACT DETAILS
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