

CANCELLATION AND REFUND POLICY

This Cancellation and Refund Policy applies to all transactions made through the official online booking portal of the **Entertainment Society of Goa (ESG)** in respect of:

1. **Venue Booking;** and
2. **Film Shooting Permissions.**

By submitting an application and making the applicable payment through the portal, the applicant acknowledges that they have read, understood and accepted this Cancellation and Refund Policy.

1. VENUE BOOKING

1.1 No Cancellation and No Refund of Booking Charges

Once a venue booking is submitted and the applicable booking charges are paid, the booking shall be treated as final and confirmed, subject to the applicable terms and conditions.

Cancellation request by the applicant shall not be accepted, and the booking charges paid shall be non-refundable.

No refund of the booking charges shall be admissible on account of:

- Cancellation of the booking by the applicant;
- Change in schedule, plans or personal/business reasons;
- Non-utilisation of the booked venue;
- Failure to utilise the venue during the approved booking period;
- Delay, absence or no-show by the applicant; or
- Any other reason attributable to the applicant.

1.2 Security Deposit

Where a security deposit is applicable to a venue booking, it shall be treated separately from the booking charges.

The security deposit shall be refundable after completion of the event/venue usage, subject to:

- Completion of the approved booking period;
- The venue and its facilities being handed over to ESG in satisfactory condition;
- No damage being caused to the venue, property, equipment, furniture, fixtures or other facilities;

- Settlement of any outstanding dues, charges or liabilities, if applicable; and
- Compliance with the applicable terms and conditions of the venue booking.

Where any damage, loss, outstanding dues or other liability is identified, ESG shall be entitled to deduct the applicable amount from the security deposit. The balance amount, if any, shall be refunded to the applicant/customer in accordance with the applicable procedure.

The security deposit shall not be treated as a refund of the venue booking charges.

2. FILM SHOOTING APPLICATIONS

2.1 Non-Refundable Application Processing Fee

Every application for grant of Film Shooting Permissions or an extension of the validity of such permission shall be accompanied by the applicable processing fee and such other fees as may be prescribed under the Goa (Regulation of Film Shooting) Rules, 2023 as amended

The said processing fee is strictly non-refundable and non-cancellable.

The processing fee shall not be refunded under any circumstances, including:

- Withdrawal or cancellation of the shooting;
- Non-approval or rejection of the application by ESG;
- Non-grant of the required permission/NOC by any concerned line department or authority;
- Failure to obtain one or more permissions/NOCs required for the proposed film shooting;
- Non-utilisation of the permission/NOC, if granted;
- Change in plans or personal/business reasons; or
- Any other reason whatsoever.

The processing fee is charged towards the processing, examination and coordination of the application and shall remain non-refundable irrespective of the final outcome of the application.

2.2 Final NOC Charges

Where the application is approved and the applicant is required to pay charges towards the issuance of the Final NOC/permission for film shooting, such charges shall be non-refundable and non-cancellable once paid.

The applicant shall pay the applicable Final NOC charges and other prescribed fees within twenty four (24) hours from the grant of permission, failing which the application shall be deemed to have been rejected.

No refund or cancellation of the Final NOC charges shall be permitted, due to any reason whatsoever.

2.3 Cancellation or Non-Approval of Film Shooting Application

Where a Film Shooting application is withdrawn, cancelled, rejected, refused or not approved by ESG or any concerned line department/authority:

- The prescribed application processing fee shall remain non-refundable; and
- Any other charges already paid by the applicant towards processing or issuance of the Final NOC/permission shall be non-refundable, wherever applicable.

For the avoidance of doubt, all charges paid towards the Film Shooting application processing fee and Final NOC/permission charges are non-refundable and non-cancellable, subject only to any specific exception approved by the competent authority in accordance with applicable rules.

3. CANCELLATION, WITHDRAWAL OR NON-APPROVAL

Where an application or booking is cancelled, rejected, refused or otherwise not approved by ESG or any concerned authority, the applicable non-refundable charges shall not be refunded.

4. DUPLICATE OR ERRONEOUS PAYMENTS

Any payment received in duplicate or any payment made erroneously due to a technical or system-related issue shall be examined by ESG on a case-by-case basis. Where such payment is verified and found to be refundable in accordance with the applicable rules and procedures, the refund shall be processed accordingly.

5. REFUND OF SECURITY DEPOSIT

Where a security deposit is found refundable after adjustment of any applicable deductions, the refund shall be processed in accordance with the applicable procedure of ESG.

The applicant/customer may be required to provide accurate bank account details and any supporting information necessary for processing the refund.

Any applicable bank, payment gateway or transaction charges, where applicable, may be deducted from the refundable amount.

6. AMENDMENT OF POLICY

ESG reserves the right to modify, amend or update this Cancellation and Refund Policy from time to time. The revised policy shall be applicable from the date of its publication on the booking portal.

7. ACCEPTANCE OF POLICY

The applicant/customer is required to read and accept this Cancellation and Refund Policy before proceeding with the application/booking and payment.

By proceeding with the application/booking and payment, the applicant/customer confirms that they have understood and accepted the applicable cancellation and refund terms, including the non-refundable nature of venue booking and Film Shooting charges, and the conditional refundability of the Venue Booking security deposit.