

FAQs – Changes to Film App – April 2026

1. Why has the pricing structure changed?

Since launching Film App, Cornwall Council has held its pricing structure for as long as possible. We have maintained these rates to remain fair and consistent to the filming community, but we are now updating them to stay in line and competitive with wider regional standards.

This updated structure also provides a clearer distinction between categorisations. This makes it easier for you to identify which level of fee applies to your production based on its scope.

The framework is designed as a guide, and Cornwall Council reserves the right to adjust charges for requests that are highly complex, late submissions or do not fit the scope of these standard guidelines.

2. When do I need to pay for my permit?

Application Fee: Upon submitting your application, you will be prompted to pay a non-refundable £10 administration fee, which covers platform costs.

Permit Fee: Once processed by our filming coordinator (Kay Roberts), you will receive an email notification with a link to the credit card portal for the remaining balance.

A formal filming permit will now only be generated once the final payment is received. This must be completed before your first day of filming.

3. What happens if my filming is delayed, cancelled, or changed?

We understand that production schedules are fluid.

Cancellations: If your shoot can no longer take place, please contact Kay Roberts. A refund can be processed via a portal back to your original payment card.

Rescheduling: If you need to shift your filming window due to weather or scheduling conflicts, contact Kay to amend your permit dates.

4. How do I add additional filming days to an existing permit?

If your shoot expands, please contact Kay. Who can re-open your application, allowing you to add the new dates. This will generate a new payment request for the additional days without requiring you to start a brand-new application for the same shoot.

5. Why is there an additional service "Short Notice" fee?

For filming requests submitted with less than 3 working days' notice, an accelerator fee is applied. This covers the additional resources and priority processing required to turn around your request in time for your shoot date.

