

## Indoor Court Cancellation Policy

Players are encouraged to cancel a court as soon as possible so that the court may be used by other members.

Any necessary indoor court cancellations should be made with more than 48 hours' notice prior to the court booking time to receive a full refund.

If you cancel the court between 24 and 48 hours' notice and the court is re-booked you will receive a refund to the value of the new booking (if any). Therefore, if you book a court for £16 - booked rate and the court is only sold five minutes beforehand for the walk on rate £12 rate, you will only receive the walk on rate £12 refund.

We will always endeavour to rebook the court. Cancellations made within 24 hours will be charged at the full fee and payment will be required before any further bookings can be made.

This cancellation policy also applies to courts booked for individual coaching lessons. In exceptional circumstances, the Club Manager has discretion to provide a full or partial refund.