



CANCELLATION POLICY

Where possible we try to offer flexibility if you need to cancel your course booking or court booking. However, we also need to ensure that we allow as many people as possible to access courses.

We therefore have the following notice periods in place.

Court Bookings

If you have paid for a pay and play court booking, then you are able to cancel this at any period up until the commencement of your booking. A refund will automatically be credited to you.

We have removed the notice period for a booking to encourage people to cancel courts they are not going to use. It still costs us a transaction fee to do this so please do not abuse this function.

Courses (e.g. 6-week beginner course)

A full refund will be provided if you provide 72 hours' notice before the commencement of the course.

If you are unable to complete the course, then unfortunately we do not offer a refund once you have commenced the sessions.

Individual Session e.g. Coach led match practice or walking tennis

A full refund will be provided if you provide 48 hours' notice before the commencement of the session.

If we cancel a session not due to the weather

In the unlikely event that we cancel a session due to the illness of a coach etc then we will provide an alternative session as a replacement. It is not always possible that this can be on the same time and day of the week. If you are unable to attend the replacement session, then a refund will be provided for the missed session.

Bad weather

Our courses are all weather sessions. Please presume that a session is going ahead unless you are contacted by the coach.

Coaches will assess the conditions and will cancel the session if they feel that it is unsafe for the session to go ahead.

In the case of a cancelled session, we will add a credit to your account that can be used against future courses and court bookings.