

PADEL COURT BOOKINGS AND CLUB SESSION CANCELLATION POLICY (FINAL 14.1.26)

Purpose of the Policy

- To facilitate the timely decision-making and processing of cancellations
- To ensure fairness, consistency and enjoyment
- To remove uncertainty and ensure transparency for players
- To reduce unnecessary admin for the clubhouse/committee member
- To ensure safety
- To protect the playing facility

Parties involved in the Policy

- The Clubhouse Manager or when absent the member of staff on duty
- The Committee Member responsible for monitoring club sessions and/or inputting into the matchpoint system
- The Players/Bookers

The Cancellation Process

- Individuals can cancel their court bookings and club session bookings **up to 24hrs before** their booking commences. This can be done on the app by going to your booking and cancelling. (My sessions left hand bar). A credit will then automatically be applied to your balance.
- For **club sessions within the 24hr period** players may seek a substitution using the link that can be generated from the app. If a replacement is found a credit will automatically be applied if the substitute books using the link. This can be done by going to My Sessions (left side bar) and clicking on Find Substitute and then sharing the link on the WhatsApp Community.

If it is **less than 24hrs** before your booking/club session (and you haven't found a substitute) you will NOT be able to cancel yourself and no credit will be given unless one of the following conditions apply:

The Clubhouse (Manager or staff on duty) cancel due to weather-related issues* (see below)

The Clubhouse (Manager or staff on duty) have to close due to unforeseen circumstances

The Booker emails the Clubhouse (admin@mardensportsclub.com) with exceptional circumstances for needing to cancel. A credit will be at the discretion of the Clubhouse Manager (or the committee if escalated)

All requests must be made using the admin@ email address ONLY. Do not call the clubhouse/ask members of staff

* Weather related cancellations

Weather related cancellations can ONLY be made by the Clubhouse or committee member (however this may be in consultation with bookers/players)

If the weather is deemed playable and a Booking/Club Session is NOT cancelled by the club NO credits will be given.

For Court Bookings:

Please contact the clubhouse (01622 822656) if you are unsure of weather conditions. They will advise whether the courts are playable. **If they are not playable and you are eligible for a credit please apply to admin@mardensportsclub.com - this is the only way a credit can be tracked and processed.**

For Club Sessions:

In the event the weather forecast is very poor the Clubhouse/committee member will endeavour to make a weather-related decision as soon as possible taking into account travelling time. This will be posted on the General WhatsApp chat. However, due to the vagaries of the British weather sometimes this may not be possible ie a sudden change in the forecast. If you are unsure whether the courts are playable please either call the Clubhouse (01622 822656) and they will advise you or try posting on the WhatsApp chat although this may be less reliable.

In circumstances where it is not clear whether a session will need to be cancelled and/or there are insufficient players as the majority have declared themselves 'out' the Clubhouse/Committee member will avoid penalising customers and will cancel the session and agree to issue credits. If the few remaining players wish to wait until the last minute, safety permitting, they are welcome to do so and play with whoever turns up free of charge.

Any queries/requests MUST be directed to admin@mardensportsclub.com as the padel@ email address is not monitored daily.

The Clubhouse Manager/committee member will process credits when applicable as soon as possible but this may take a couple of days.

If you need an urgent decision please call the clubhouse 01622 822656