

## **CANCELLATION TERMS & PROCEDURE**

### **1. 48-hours-notice:**

- Please email [tonbridgepadeltennis@gmail.com](mailto:tonbridgepadeltennis@gmail.com) at least 48 hours prior to your booking to convert your booking to a voucher (full value, 1-year expiry).
- Any cancellations or postponements less than 48 hours prior, bookings are non-refundable.
- Please state your full name, date/time of booking and order number.

### **2. Rain Cancellation Policy:**

- In the event of rain, we do offer voucher cancellations.
- Our courts are permeable and do not freeze over. They are only unplayable in the event of heavy rain leading to temporary standing water
- A judgement on rainfall should be made a few hours prior to the booking using the met office rainfall radar to assess the likelihood. Please email [tonbridgepadeltennis@gmail.com](mailto:tonbridgepadeltennis@gmail.com) prior to the booking for your request to be corroborated.
- <https://www.metoffice.gov.uk/weather/maps-and-charts/rainfall-radar-forecast-map>
- If you begin playing and deem conditions unplayable during the session, a voucher or partial voucher may be discussed with staff on site