Cambridge Tennis Courts Cancellation & Refund Policy

This Cancellation & Refund Policy outlines the terms and conditions governing court bookings, cancellations, weather-related disruptions, and operator adjustments for chargeable tennis courts in Cambridge owned by Cambridge City Council.

Designed to ensure fair access, maximum court availability, and transparent guidelines for all players, this policy applies to all pay-and-play bookings and court reservations made through our online booking system or directly with management. By placing a court booking, you agree to adhere to the terms set out below.
All court bookings are taken on the Cambridge parks Tennis page:
Clubspark / Cambridge Parks Tennis / Tennis Cambridge

1. Customer Cancellations

- **More than 3 Hours' Notice:** Bookings cancelled online via your booking account at least 3 hours prior to the scheduled start time are eligible for a full refund (minus any standard transaction fees, if applicable).

- **3-Hour Non-Refundable Window:** Any cancellation made **within 3 hours** of the scheduled start time is strictly non-refundable. No monetary refunds, transfers, or venue credits will be issued for late cancellations or no-shows.

2. Operator's Right to Cancel

- **Circumstances for Operator Cancellation:**
  The operator reserves the right to cancel or amend any booking at any time due to:
  - Maintenance, urgent court repairs, or safety hazards.
  - Essential court allocations for sanctioned tournaments, club events, or coaching programs.
  - Severe or hazardous weather conditions that make play unsafe.
  - Unforeseen operational closures or events beyond reasonable control.

- **Notification & Compensation:** In the event the operator must cancel your booking, you will be notified as soon as possible via email. You will be offered the choice of a **full refund** to your original payment method or a **full court credit** to rebook at a future date.

- **Liability Limit:** The operator's liability is strictly limited to the refund or credit of the booking fee paid. The operator is not responsible for any indirect or consequential expenses incurred by players (such as travel or equipment costs).

3. Weather & Unplayable Court Conditions

- **Playability & Safety Standard:** Courts are considered playable during light rain or cold conditions. Play will only be officially suspended if severe weather (e.g., persistent heavy downpours, icy or flooded court surfaces, lightning) renders the courts unsafe.

- **Operator Closures (Pre-Session):** If management officially closes the courts prior to your session due to unplayable weather, the booking will be processed under the Operator's Right to Cancel policy (full refund or credit issued).

- **Customer Self-Cancellation Due to Weather:** The standard **3-hour non-refundable window** applies if a player chooses not to attend while the courts remain officially open and playable.

- **In-Session Weather Disruptions:** No refunds will be given if play is stopped during a booking for adverse weather.

4. Policy Terms Summary

Notice Period / Scenario	**Decision Maker**	**Refund / Credit Status**
> 3 Hours' Notice	Customer	Full refund to original payment card
< 3 Hours' Notice	Customer	**Non-Refundable** (payment retained)
Operator Cancellation (Maintenance, Events, Hazards)	Operator	Choice of **Full Refund** or **Court Credit**
Pre-Session Weather Closure	Operator	Choice of **Full Refund** or **Court Credit**