

## PADEL PERTH REABOLD – CANCELLATION POLICY

### SCOPE

This cancellation policy applies to all court bookings, coaching sessions, socials and events held at Padel Perth Reabold. It is designed to provide fairness and clarity for both players and staff, while ensuring court availability is managed efficiently.

### GENERAL CANCELLATION TERMS

- Court bookings, social padel group coaching and intro to padel can be cancelled online up to **24 hours** prior to the scheduled time for a full refund. Cancellations made up to 2 hours before the session will not be refunded.
- The cancellations will issue the following forms of refunds in our system, depending of the service booked:
  - Court booking – credit voucher (value of court booking)
  - Social padel – social credit – 1 social credit (value from \$23 to \$25)
  - Group coaching – lesson credit – 1 lesson credit (value \$35)
  - Intro to padel – lesson credit – 1 lesson credit – (value \$35)
- Players may request either a credit voucher or a full refund, which will be issued to the original payment method used at the time of booking. All requests must be submitted in writing via email to **hello@padelperthreabold.com.au** or by text to **0403 095 551**.
- Cancellations made less than 24 hours in advance are non-refundable, unless due to extreme weather conditions.
- Our services have waiting list. When a cancellation occurs, an automatic notification is sent to everyone on the waiting list. The first person to complete the enrolment will secure the newly available spot.
- Management reserves the right to cancel any bookings at any time for maintenance requirements, unsafe play conditions or breaches of our terms and conditions.

## RAIN POLICY

- Cancellations are accepted regardless of the time when it rains and play has to stop.
- You can **cancel online and notify us by email** so we can issue a credit voucher or refund.
- If you are playing and starts raining and can no longer continue, then you can ask to be refunded the time remaining.
- If you are playing and starts raining and decide to keep playing, we will assume you assume the risk and you won't be entitled for a credit voucher.

## HEAT POLICY

- Cancellations will be accepted at any time if the temperature reaches over 37°C, regardless of notice period.
- If you are playing and temperature reaches 37°C and can no longer continue, then you can ask to be refunded the time remaining.
- If you are playing and the temperature reaches 37°C and decide to keep playing, we will assume you assume the risk and you won't be entitled for a credit voucher.
- You can cancel online and notify us by email so we can issue a credit voucher.

## SOCIAL PADEL CANCELLATIONS

- You can cancel online before 24hrs. The system will create a social credit of the value of the social padel you enrolled into automatically.
- If you prefer another way of refund (credit voucher, lesson credit or refund), please let us know in writing via email to **hello@padelperthreabold.com.au** or by text to **0403 095 551**.
- Transferring your spot to another person is strictly prohibited. If this occurs, the individual will be restricted from enrolling in future social padel sessions.
- Management reserves the right to cancel a player's social padel registration if they are not registered at the appropriate skill level for the session.

## PADEL COACHING CANCELLATIONS

- Group Coaching - You can cancel online before **24hrs**. The system will create a lesson credit of the value of the group coaching that you enrolled into automatically. You can cancel your session online up to 2 hours prior to the time of coaching session.
- Private Coaching – Cancellations must be made in writing at least **3 days** in advance via email to **hello@padelperthreabold.com.au** or by text to **0403 095 551**. In the event of a no-show, an invoice will be issued for the cost of court hire at the scheduled time.
- Padel coaching is delivered by level. Management reserves the right to cancel a player's padel coaching registration if they are not registered at the appropriate skill level for the session.
- Transferring your spot to another person is strictly prohibited. If this occurs, the individual will be restricted from enrolling in future padel coaching sessions.

## MORNING MEMBERSHIP

- Cancellations for court hire are possible via online. Cancellations made with less than 24 hours will incur in a cancellation fee equal to the cost of the court hire at the time of the booking.
- Morning membership may be suspended if you are away for more than one month. Please notify the club in advance by email to [hello@padelperthreabold.com.au](mailto:hello@padelperthreabold.com.au)

## REGULAR BOOKINGS

- Cancellations for regular bookings can be done online under the owner's account. Cancellations made with less than **24 hours** will incur in a cancellation fee equal to the cost of the court hire at the time of the booking.
- A no-show for a regular booking will result in an invoice for the full amount of the booking. Failure to pay may lead to cancellation of regular booking privileges.

## CORPORATE EVENTS & TOURNAMENTS CANCELLATIONS

- Cancellations for corporate events and tournaments need to be notified in writing via email at [hello@padelperthreabold.com.au](mailto:hello@padelperthreabold.com.au) with at least **7 days** prior to the start of the event.

## HOW TO CANCEL

- Cancellations can be made **ONLINE** through our online booking platform:
  - Visit [playpadel.com.au](http://playpadel.com.au) and click on BOOK
  - Click Login and enter your account credentials
  - Cancel Court Hire - Go to Bookings
    - View **Future Bookings**
    - Select the Booking to cancel
    - Cancel Booking > Confirm Cancel Booking? > YES
    - Booking cancelled successfully!
  - Cancel Social / Coaching
    - View **My Registrations**
    - Select the social/coaching to cancel > click View Details
    - Click Cancel Session > Confirm Cancel Booking? > click YES
    - Cancellation successful on top of page
    - Icon Cancelled in the session
    - You will receive an email notifying of the cancellation
    - You can view your lesson credit in Account > Lesson Credits
    - Next time you book you can use your lesson or social credit
- Cancellations can also be made:
  - in **PERSON** at the club
  - in **WRITING** via email at [hello@padelperthreabold.com.au](mailto:hello@padelperthreabold.com.au) or text to 0403 095 551
  - by **PHONE** on 0403 095 551
- To cancel your booking or registration, please provide the booking details and the name under which it was made.
- Cancellations by Management. Padel Perth Reabold reserves the right to cancel any bookings at any time due to weather, court maintenance or for any other reason related to our business operations and offer to help to re-schedule another time or date or issue a credit voucher accordingly.
- This cancellation policy is subject to be changed at any time convenient for Padel Perth Reabold and will be notified to all clients when updated.

*Thank you for your understanding and cooperation in keeping our courts fair and accessible for everyone*

## **PADEL PERTH REABOLD – CANCELLATION POLICY**

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