

# CANCELLATION/RE-SCHEDULE/REFUND POLICY

Dear Proactive Padel Client, we love Padel as much as you, and will endeavor to accommodate your bookings as best we can. Please be an understanding and considerate client when it comes to re-scheduling, cancelling or refunding your bookings – we run a business and cannot refill cancelled slots at the last minute.

- 1) Cancellation of booked court/activity on the Playtomic app must be done 24h PRIOR to match/activity commencing for a refund to be processed. Refunds take a couple of days.
- 2) NO REFUND will be given if you cancel less than 24h prior to booking – this rule is valid for Playtomic cancellations as well as TELEPHONIC/whats-app cancellations.
- 3) In the case of inclement weather – please take note:
  - 3.1) If you have a booking, you may only call the padel centre 1 hour before your game is to commence to arrange a “rain reschedule”. We will best accommodate you based on availability; NO REFUND will be given.
  - 3.2) If you form part of a squad/activity and the weather is bad, the Padel Centre/Management will notify you no less than 1 hour before activity is due to commence. If the activity cannot continue, your booking will be carried over to the next squad/activity. NO REFUND
  - 3.3) Play can continue if there is light drizzle, as long as there is no pooled water on the courts and play does not become dangerous. Play at own risk during light drizzle.
- 4) League games:
  - 4.1) If you cannot make your scheduled league game, it is your responsibility to arrange a re-scheduled game with the team you were supposed to play, before the next week's league game is played. The re-scheduled game may only be arranged during off peak times – between 10:00am and 4:00pm from a Monday to Friday.
  - 4.2) If league games need to be postponed due to inclement weather, teams will be notified at least 1 hour prior to games commencing, and an alternative date and time for games will be set by management.
- 5) Padel Events/Parties:
  - 5.1) In the case of an event/party booked including food and beverage, the rules for cancellations by Irene Country Club will apply.
  - 5.2) In the case of an event/party booked excluding food and beverage, a re-schedule/cancellation must be done at least 7 days before the booked date, in order to receive a 50% refund on deposit paid. If event/party is cancelled less than 4 days before scheduled date, client will forfeit full deposit paid.
  - 5.3) In the event of sudden inclement weather, a decision will be taken by management, together with the client regarding an alternative date to reschedule – NO REFUND.
- 6) Lightning:
  - 6.1) Lightning siren: One long blast – stop play and get off the court. Two shorter blasts – resume play
  - 6.2) Lightning app (used by the ushers) -Rule of thumb: lightning must be more than 15km away for 30min or longer before play can commence.  
If your play is disrupted for more than 15mins due to lightning, you will be offered a re-schedule of your game.  
If your game is disrupted by lightning for 10mins or less, your game must continue and will not be re-scheduled. If your game is disrupted for longer than 10mins then your game can be re-scheduled if you choose to do so.