



POP-UP PADEL

MARBLE ARCH

31 JULY – 26 AUGUST 2024

M
MARBLE ARCH
LONDON

PORTMAN
MARYLEBONE

CANCELLATION POLICY

Cancellation Fees and Refunds

- Cancellations made up to 24 hours before your booked time slot will incur a £1 cancellation fee, with the remainder being refunded.
- If you fail to cancel with more than 24 hours' notice or do not show up, no credit or refund will be provided.

Adverse Weather Conditions and Court Unplayability

- If we determine that the court is unplayable, a full refund will be automatically issued and your booking will be cancelled. No further action is required on your part.
- Decisions to cancel a session due to heavy rain and/or adverse weather will be based on the condition of the court, and many sessions may proceed despite the rain.
- If the weather forecast immediately before the session is poor, we will make the cancellation decision as late as reasonably possible.
- If you choose to play in adverse/inclement weather conditions in circumstances where we have determined the court is unplayable and use the court for more than 15 minutes from the start time, you will not be eligible for a refund. Any play during adverse/inclement weather is at your own risk.
- A booking is considered played if more than 15 minutes have passed since the start time, and no credit or refund will be issued. You may continue to play at your own risk.

Extreme Weather Conditions

- In the event of extreme weather warnings issued by the Met Office, such as heavy snow, strong winds, or very high temperatures, we reserve the right to cancel all bookings or remain open at the sole discretion of senior management.
- Customers will be notified of cancellations via email and/or text message once a decision has been made.

Refunds

Refunds will only be processed to the payment card used for the original booking. Cash refunds are not available. The refund may take 2-3 business days once processed.

