



ADVERSE WEATHER POLICY

As an outdoor venue, adverse weather conditions may occasionally affect play at the club. This policy explains how weather-related disruptions are handled and should be read alongside our FAQs and Terms and Conditions.

PLEASE READ THIS POLICY CAREFULLY BEFORE BOOKING.

Weather conditions do not automatically mean that play will be cancelled. We monitor conditions closely and will only cancel bookings if the court is unplayable.

Examples of conditions that may make a court unplayable include:

- Heavy rain
- Standing water or puddles on court
- Lightning
- Strong winds
- Any other conditions that, in the club's view, make play unsafe or unreasonable

The decision as to whether a court is playable rests solely with Bunsay Padel.

If the court is deemed unplayable, you will be contacted approximately 1 hour before your booking time.

WEATHER-RELATED CANCELLATIONS

If we cancel your booking because the court is unplayable due to weather:

- You will be notified by the club
- A credit will be issued to your account
- No refund will be made to the original payment method

Please note that we do not cancel bookings in advance based on the forecast alone. Decisions are made as close as reasonably possible to the booking time, based on actual court conditions.

COLD WEATHER GUIDANCE

Play may still go ahead during cold weather provided the courts remain safe and playable.

We recommend that players:

- Wear suitable clothing
- Warm up properly before play
- Take extra care in colder conditions