



## OUTC Booking and Cancellation Policy

### Booking

#### Handicap range

When joining a booking where there is currently a ? showing, please only do so if the player's handicap whose booking you are joining is within plus or minus 7 handicap points of your own, unless you have that player's permission or have spoken to the professionals.

#### Booking in October, November, January and February

When booking during these months, when the court is at its busiest, on a Monday you are only allowed to book one court for the new week that has become available. You can book a further court on the Tuesday and you are not restricted in terms of adding yourself to other people's bookings (providing you are of the appropriate handicap).

#### Booking in advance

Should you wish to book a court for a date that is in advance of the booking sheets, please contact the professionals by phone or e-mail and they will let you know if the date and time is available.

#### Booking lessons

Lessons are available on court at times commencing 09:00 to 16:30 inclusive Monday to Saturday. When booking a lesson please email the professionals to check that it is at a time that works. Please note that the professionals reserve the right to contact you to cancel a booking due to illness, holiday etc.

#### Booking with guests

If you choose to play with a guest, it is your responsibility to pay for the court.

### Cancellation

Courts can be cancelled without penalty up until the 2 days before the court booking. Courts cancelled with less than 2 clear days' notice will incur the full booking charge to the person that made the original booking if the court is not resold. The exception will be if the cancellation has been made outside of the terms listed in "cancellation etiquette" below. It is the responsibility of the person who made the original booking to ensure that they have an opponent. The professionals will endeavour to find an opponent up to 2 days in advance if they see that no-one has signed up, but they cannot guarantee to secure an opponent, and the charges noted above will apply if you decide not to use the court in the event that you do not have an opponent. If you book a court in the hopes of organising an opponent in a competition, you must cancel more than 2 full days beforehand if this person has not replied and you are not intending to use the court, or you will be liable for the cost. If there are extenuating circumstances, please contact the professionals.

#### Cancellation Etiquette

Always inform your opponent directly prior to cancelling your participation. There is a list of members telephone numbers and e-mail addresses in the "members only" area of the website. Always ask the person who booked the court originally whether they would like to keep the booking or cancel it entirely (bearing in mind the liability for the costs). Take care if you are cancelling your participation on a court where you are not the original booker, that you do not cancel the court entirely unless this is required as above.

#### Lateness

If you are running late, please try to contact your opponent directly or, if in working hours, via the professionals. If you are due to play a competition match, arriving more than ten minutes later than the allotted court time will entitle your opponent to claim a walkover unless otherwise agreed with them. If you are late and you both agree the match should go ahead you will forfeit the match if it is unfinished.