



## **Venue Hire Cancellation Policy**

We understand that unplanned issues can come up and you may need to cancel your booking. If that happens, we respectfully ask for scheduled bookings to be cancelled at least 7 days in advance.

Our venues, courts and cafes are dedicated to be available for your needs and the needs of all our customers. When a booking does not show up for a scheduled event, our other customers lose an opportunity to be on court or using the venue.

Although we have always had a cancellation policy, circumstances have caused us to enforce a policy of charging for no-show venue hire bookings.

As of January 1, 2018 there will be a fee of 75% charged if we do not receive notice more than seven days in advance of the booking.

Thank you for being a valued customer and for your understanding and cooperation as we institute this policy.

This policy will enable us to open more often for members of the public to access our great services and facilities. We believe this will better serve the needs of all coaches, club members, tournament players, clinic participants and tennis enthusiasts.

The Staff of TennisGear