

Dishonour Policy

We understand that things can come up last minute which may prevent you from attending a pre-booked court, our team are unable to remove a dishonour from your account on these occasions. To take this in to consideration, your booking privileges are only affected if you are late, cancel or don't attend *three* or more bookings in any four week period.

Non-attendance – Please ensure you scan your key fob/phone sticker on the reception turnstile prior to the booking start time. If you don't scan, your attendance on our system is not recorded. Please note, the only way we're able to know you attended is if you swipe in or ask our reception team to log your attendance.

Late cancellation – Our cancellation policy for court hire is 24 hours, although if needed you're able to cancel via our app or website up to two hours before the booking starts.