

Refunds, Cancellation, Rain Policy

Tower Hamlets Tennis' (THT) main objective is to help you to enjoy tennis, but we also need to run the courts and our tennis programme efficiently.

When things do not go right, we will try to help :

(1) COURT BOOKINGS

We usually issue credits to replace court bookings, rather than provide refunds.

If you do not wish to use a court booking or want to amend a booking that you have previously made and paid for, please contact us no later than 48 hours before the time of the booking. If you do not, you may forfeit the booking charge. Please inform us by email.

Credits will can also be issued if you are prevented from playing due to rain or standing water on the court AT THE TIME OF THE BOOKING only. In this case you still need to email within 2 days of your booking to claim a credit . We get weather reports from our coaches and partners.

Tower Hamlets Tennis reserve the right to make all final decisions on whether a credit will be issued.

In the event of poor weather and the cancellation of sessions by Tower Hamlets Tennis staff, the courts may be closed to public bookings at the same time. In this case a full credit will be issued.

(2) COURSES (blocks of x weeks)

If you have booked and paid for one of our courses in a block of say 5 or 6 consecutive weeks, you are able to apply for a refund, or a rebooking of the same course on the next run (only) :

By email, no later than 7 days before the start day and time of the course, but you must state; Name of Person Booked on Course, Start Date, name of course, reason for cancellation.

Where one of the sessions is cancelled or stopped within 30 minutes of starting through bad weather, we will offer you a credit of a free tennis court booking (or two free junior bookings) each time this happen.

Tower Hamlets Tennis reserve the right to make all final decisions on whether a credit will be issued.

(3) RECURRING & 'ONE-OFF' SESSIONS

If you have booked and paid for a place on one of our weekly sessions, such as Adult Social Matchplay, the terms are very similar to those for a court booking :

If you do not wish to use a session that you have previously paid for, you have to cancel it no later than 48 hours before the time of the booking. If you do not, you will forfeit the session fee. Please inform us by email, phone in order to process this.

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Credit for the session the following week (only) will can also be issued if you are prevented from playing due to bad weather. You must always assume a session is on. If we decide it cannot be conducted either before or within the first 30 minutes of the session, we will provide a credit and you will be automatically booked on the next week.

Tower Hamlets Tennis reserve the right to make all final decisions on whether a credit will be issued.