Queens Park Tennis Club CIC
Court Cancellation Policy

Key contact:
Laetitia, Finance Officer, Queens Park Tennis Club CIC

Who policy is intended for:
All Queens Park Tennis Club members, Parents and legal guardians of junior players / children, Coaches, non-member pay & play users

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1. Policy summary

This policy makes clear the position of Queens Park Tennis Club CIC (QPTC CIC) in relation to short notice court booking cancellations and court no shows.

This policy has been introduced due to some people forgetting to cancel courts, cancelling the court 5 minutes before they were due to play, or cancelling the court 10 minutes after they should have started playing. We are keen to avoid situations like these.

Where this policy refers to members, it equally applies to parents and legal guardians of junior players / children, and QPTC coaches.

2. Policy statement and procedures

Short notice cancellations:
When a QPTC member cancels a court booking at short notice it is often too late for another member to book the court or for a non-member to book it through Pay & Play (losing the club court fee income).

No shows:
When a member forgets to cancel a court that they no longer require, the court is unavailable for other members to book, or for a non-member to book through Pay & Play (losing the club court fee income).

Both these scenarios are unfair on our members and can also lose QPTC CIC income that could be put toward court maintenance costs etc.

Members are therefore required to cancel a court within the following timeframes, to enable others to book the court instead:

- For a morning court booking, the court should be cancelled by 6pm the evening before.
- For an afternoon/evening court booking, the court should be cancelled by 9am on the day of the booking.

Exceptions to this policy are extreme weather conditions, unexpected serious personal/family events or sudden illness.

Floodlight bookings (members):
For floodlight court bookings, If a member cancels a court more than 24 hours in advance, they automatically receive a full refund back to their card.

If the cancellation is made within 24 hours, but the reason is injury, illness, or bad weather, the member can contact Laetitia to request a full refund by email to: finance@qptc.co.uk

For reasons other than for bad weather, please cancel your court at the earliest opportunity to increase the chance for others to book the court.

Due to the high cost of our energy bills and our commitment to reducing our impact on the environment, if a member does not cancel their court before the floodlights automatically come on, they might not receive a refund.

Pay & Play players (non-members):
If a Pay & Play booking is cancelled more than 24 hours in advance, they automatically receive a full refund back to their card.

If the cancellation is made within 24 hours, but the reason is injury, illness, or bad weather, the person who made the booking can contact Laetitia to request a full refund by email to: finance@qptc.co.uk

For reasons other than for bad weather, please cancel your court at the earliest opportunity to increase the chance for others to book the court.

Due to the high cost of our energy bills and our commitment to reducing our impact on the environment, if a non-member does not cancel their court before the floodlights automatically come on, they might not receive a refund.

3. Application of this policy

We will apply this policy with common sense and an appropriate degree of flexibility and trust. Refund decisions will be at the discretion of the Honorary Treasurer.

4. Breaches and repeat breaches

The QPTC Management Committee will speak to members that do not show up for a court booking or cancel at short notice. Unless the member has a genuine and valid reason, then they will receive a verbal warning. If a member does it again (without a valid reason), their membership will be suspended for 2 weeks without refund. If a member does it a third time (without a valid reason) their membership will be cancelled without refund.

5. Related documents

QPTC CIC Code of Conduct
QPTC Data Protection Policy

6. Equality Impact Assessment

This Equality Impact Assessment (EIA) helps QPTC CIC to consider whether a policy discriminates or unfairly disadvantages people from a range of groups and helps us think through actions that can be taken to lessen impact and advance equality, diversity and inclusion.

Impact summary: summarise whether the proposed policy will have a disproportionate impact on any of the groups listed below and what actions if any will be taken.	
Age	
Disability: Hearing impairment Visual impairment Physical disability Learning disability Mental health need	This policy has not been adapted to an easy read version and as such may disadvantage some people with learning disabilities. This policy has not been adapted for and therefore disadvantages people that are visually impaired.
Gender reassignment (incl. trans & non-binary)	
Marriage and civil partnership	
Pregnancy and maternity	
Race: People from diverse ethnic backgrounds Refuges & asylum seekers People with English as an additional language	This policy has not been adapted to an easy read version and as such may disadvantage some people with English as an additional language.
Religion or belief	
Sex - men, women and intersex	
Sexual orientation	
People with (unpaid) caring responsibilities	
People from lower socio-economic backgrounds and people living in areas facing deprivation	
People with low levels of English	This policy has not been adapted to an easy read version and as such may disadvantage some people with low levels of English.
Intersectionality (include any other relevant information relating to the intersection of any of these protected groups)	

Policy control sheet

Policy title	QPTC CIC Court Cancellation Policy
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Policy owner	Name: Mark Cull Designation: QPTC CIC Management Committee member
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Amendment history

Version no. & date created	Author	Summary of changes made
V1 8.1.2026	Mark Cull	N/A
V2 13.11.2026	Mark Cull	Updated contact info to request a refund