

## **NORFOLK PADEL: OUTDOOR COURT, WEATHER POLICY**

At Norfolk Padel, we understand that weather conditions can affect your experience on our outdoor court. This Weather Policy outlines how we manage bookings when adverse weather occurs, ensuring fairness, safety, and flexibility for all players. This policy should be read alongside our FAQs and Terms & Conditions.

### ***General Cancellation Policy***

- Cancellations made at least 24 hours in advance of your scheduled game are eligible for a refund or credit towards a future booking.
- Cancellations within 24 hours of the scheduled game are not eligible for a refund or credit. These will be automatically charged via Padel Mates.

### ***Weather Disruptions***

However, if the weather at the time of your booking is deemed to be unsuitable for play (snow, ice, heavy rain, lightning, or high winds) you will be offered the following alternative options, subject to availability:

1. Move your booking to an indoor court at the same time.
2. Switch your booking to our golf simulator at the same time.
3. Reschedule your game for a future date at no extra cost.

If none of these options can be fulfilled, a credit will be applied to your Padel Mates account. This credit can be used in the future against any of our services which are bookable on Padel Mates.

The decision to implement weather-related changes rests solely with Norfolk Padel management, based on real-time weather conditions and trusted forecasts.

*Please note: Cold weather is not automatically considered a weather disruption. Games will generally proceed in low temperatures unless the conditions are deemed unsafe by club management.*

We always encourage players to properly warm up before playing to reduce the risk of injury and improve performance. In colder conditions, this is all the more important.

If you're concerned that the weather may affect your booking, we encourage you to contact the club in advance.

### ***Changes to This Weather Policy***

Norfolk Padel reserves the right to amend this policy as necessary. Any updates will be posted on our website, and your continued use of our services constitutes acceptance of the revised terms.

For questions or further information, please contact us at: [info@norfolkpadel.co.uk](mailto:info@norfolkpadel.co.uk)