

Cancellation Policy

The Sports Hub Cancellation Policy

We understand that schedules can change. To ensure fair access to our facility and proper staffing, the following cancellations guidelines apply:

Sports Hall/Court Bookings

- Cancellations made 48 hours or more before the scheduled time will receive a full refund
- Cancellations made 24-47 hours before the scheduled time will receive a 50% refund
- Cancellations made less than 24 hours before the scheduled time are non-refundable

Weather related Cancellations

- If the facility closes due to unsafe weather conditions or any other unforeseen circumstances, impacted bookings will be fully refunded or rescheduled at no charge

Refund Processing

- Refunds are issued to the original method of payment
- Please allow 5-7 business days for the refund to be completed

Additional Notes

- Repeated cancellations may result in loss of booking privileges
- Changes to bookings may be treated as cancellations depending on availability
- Exceptions may be granted in cases of medical or family emergencies with documentation

Thank you for your cooperation in helping us provide a reliable and enjoyable experience for every participant!