



# STAFFORD PADEL: OUTDOOR COURT WEATHER POLICY

At Stafford 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

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 opportunity to:

- Reschedule your game for a future date at no extra cost.
- Apply a credit 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 Stafford Padel management, based on real-time weather conditions and trusted forecasts.

Please note: Cold weather and/or rain are 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 or wet 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

Stafford 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@staffordpadel.co.uk](mailto:info@staffordpadel.co.uk)