



# GRAFTON

## Tennis and Squash Club

### LATE CANCELLATION AND NO-SHOWS FAQs:

Applicable: 10am onwards: Mon – Thurs & 9am onwards: Fri – Sun

#### ***What is a late cancellation, how is a booking block triggered?***

A late cancellation is classified as a booking cancelled within 24hrs of the start time. A 'booking block' of 1 week is triggered when more than 2 late cancellations occur within a 4 week (28 day) rolling period.

#### ***What is a No-Show, how is a booking block triggered?***

A no-show is classified as a session that does not have an associated check-in 45 mins prior to or 30min after the start of the session. A 'booking block' of 1 week is triggered on the occurrence of 2 No-Shows within a 4 week (28 day) rolling period.

#### ***How do I check in for my session, and do I need to 'check in' for consecutive booking slots***

The booking owner or an opponent specified on the booking can perform session check-in

Members only need to check-in for the first booking slot of their session, the system will automatically check-in for subsequent slots.

Check-in can be performed using screens in the club house and squash court building, or when on the club premises via a mobile device using 'GPS Check-in' available in the 'Your Bookings' section in MyCourts. Full instructions on the settings required for mobile devices are available in MyCourts.

Check-in is not required on bookings made within 5 mins of their start times i.e. Court switches or ad-hoc bookings.

#### ***Will there be any exceptions given on late cancellations due to sickness, injury, adverse weather, or late withdrawal from my opponent?***

**Yes.** There are 2 permissible late cancellations per rolling 4-week (28 day) period to account for these before a 'booking block' is applied. The decision not to play due to sickness, injury or weather should, where possible, be taken significantly in advance of the 24hr late cancellation window.

#### ***My opponent cancelled at the last minute. Will I receive a late cancellation notice on my account?***

**Yes,** MyCourts links all bookings to the 'booking owner'. It is the responsibility of all members to cancel matches and courts with full consideration to fellow club members. **Opponents are strongly urged NOT to cancel or withdraw from bookings at late notice.**

#### ***The weather looks like it may affect play - what is the best way to manage my booking?***

- In the case of obviously bad weather forecast (Storms, high % chance of rain), members should cancel bookings early

- In the case of unfavourable / unclear playing conditions (this varies according to personal preference) either; cancel early, or check-in for the session and give play a go, or 'cancel late' to avoid a 'no-show' hit.

***When I arrive at the club, I find the court to be unplayable – what should I do.?***

Check-in as normal, do not cancel your court

***I'm at the club and see a free court I'd rather play on - what should I do?***

There is no need to cancel your current court, simply proceed to play on the free court. To activate lights, initiate a new booking. Check-in is not required on bookings made within 5 mins of the start time.

***I'd like to switch from a hard court to a clay court within 24hrs of my booking, will I receive a 'Late Cancellation' on my account?***

**No**, switching from a hard court to a clay court is permissible without triggering a late cancellation anytime up until the start of the booking slot

***I'd like to switch from a Clay Court to a Hard Court within 24hrs of my booking, will I receive a 'Late Cancellation' on my account?***

**Yes**, Hard courts are not as popular as clay courts and have greater booking availability. As such the requirement to switch is much less common. There will be no update to this for the foreseeable future

***I've booked a court or courts for 2 hours using 2 booking slots. Do I need to check for each slot?***

**No**, the 'booking owner' or opponent only needs to check in for the booking session 45mins before to 30mins after the start of the booking session. If you have another session later on the same day, you will need to check again for that.