



PlayZone Cancellation & Refund Policy

Ottery St Mary Town Council

Effective Date: 01 September 2026

Last Updated: 01 September 2026

Cancellation by the User

Cancellations made more than 24 hours before the scheduled booking time will be eligible for a refund.

Cancellations made within 24 hours of the scheduled booking time, including failure to attend, are not eligible for a refund.

Any refund due under these Terms and Conditions will be processed by Ottery St Mary Town Council using an appropriate payment method.

Booking amendments

Requests to amend or reschedule a booking are subject to availability and may be refused at the Council's discretion.

Cancellation of Recurring Bookings

A minimum of 7 days' written notice is required to cancel a recurring booking.

Notice should be submitted by email to playzone@otterystmary-tc.gov.uk in accordance with the Council's booking procedures.

Any sessions scheduled within the 7-day notice period will remain payable and are not eligible for a refund.

Cancellation by Ottery St Mary Town Council

Ottery St Mary Town Council reserves the right to cancel, suspend, or restrict access to the PlayZone where it reasonably considers that use of the facility may be unsafe, impractical, or inappropriate.

This may include, but is not limited to:

- Severe weather conditions;
- Snow, ice, flooding, standing water, high winds or extreme temperatures;
- Weather warnings issued by the Met Office;
- Operational, maintenance, or safety issues;
- Any other circumstances beyond the Council's reasonable control.

The issue, absence, or level of any weather warning shall not of itself require the Council to close the facility, and the Council may exercise its discretion based on local conditions and the information available at the time.

Where the Council cancels a booking, it may offer a rescheduled booking, credit, or refund.

Limitation of Liability

Users are responsible for ensuring that the PlayZone is used safely and appropriately and in accordance with the Terms of Use.

Ottery St Mary Town Council shall not be liable for any indirect or consequential losses arising from the use of the facility or from the cancellation, suspension, or closure of the facility.

This includes, but is not limited to, travel costs, loss of income, and third-party expenses.

Nothing in these Terms and Conditions excludes or limits the Council's liability where such liability cannot be excluded or limited by law.

Exceptional Circumstances

Ottery St Mary Town Council reserves the right to consider exceptional circumstances and may, at its sole discretion, offer a refund, credit, or alternative booking.

Acceptance of Terms

By making a booking, the Hirer confirms that they have read, understood, and agree to be bound by this Cancellation and Refund Policy.