

Event Booking & Cancellation Policy

Booking & Payment Information

1. Bookings can only be made on the date and timeframe specified on the event notice.
2. Bookings can be made through the Club website* or by phoning reception. Email and/ or voicemail bookings will not be accepted.

**please note that if booking through the Club website, payment using Annual / Top-Up Levy cannot be accepted for technical reasons. If you wish to use your Levy, please call the office directly.*

3. If booking for more than one person, the following procedure must be observed:

a. For non-member guests: payment must be made, in full, at the time of booking.

b. When booking on behalf of fellow members, we require a list of all names either by email to bookings@fltc.ie or, in person. At the time of booking, we will notify each member that the appropriate amount will be charged to their account.

4. All bookings MUST be accompanied by full payment using Credit / Debit Card or Annual* / Top-Up Levy. The booking is not confirmed if payment has not been received. If there are insufficient funds in your Levy, the balance will be charged to your account. Cash, cheques and Electronic Fund Transfers will not be accepted.

**please note that payment can only be taken from Annual Levy for Food & Beverage related events. Annual Levy may not be used to pay for Club Sporting Events*

5. Members cannot reserve places for an event booking and request to confirm attendance at a later time. Bookings are on a first-come, first-served basis.
6. Any amendments to a booking must be made, in writing, 48 hours or more in advance of the event, by sending an email to bookings@fltc.ie.



Cancellation Policy

1. Cancellations made 48 hours or more in advance of the event date, in writing, will receive a 100% refund, by sending an email to bookings@fltcc.ie.
2. Cancellations (by email) made between 24 hours and 48 hours in advance of the event date, in writing, will receive a 50% refund.
3. Cancellations (by email) made within 24 hours will not receive a refund.
4. Any bookings which fail to turn up without prior notice, will also incur a fee of 100% of the price paid per person for the event.
5. The cancellation fee reflects the cost incurred by the Club in terms of staffing, food, beverage, entertainment or guest speaking fees, and any lost revenue as a result of turning away other potential bookings.
6. We will notify you if any cancellation fee is applied.

We respectfully ask that bookings are honoured by Club members, and adequate notice is given of any changes or cancellations.

Philip Ryan,
General Manager

15th June 2024



Fitzwilliam Lawn Tennis Club

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