

Booking Cancellation and Refund Policy

Rally Portal LLC ("Rally," "we," "us," or "our") is dedicated to providing a fair and transparent cancellation and refund policy to all users of our platform. This policy applies to all bookings made through the Rally platform, including player matches, coaching sessions, and tournaments.

1. General Policy Overview

Rally strives to offer a smooth and enjoyable booking experience. However, we understand that unforeseen circumstances may arise, necessitating cancellations or rescheduling. This policy outlines the procedures and conditions for cancellations and refunds to ensure fairness and clarity for all users.

2. Cancellation Policy for Player Matches

2.1 Booked and Cancelled Within 24 Hours of Session

- **Cancellation Not Allowed:** If a player books and attempts to cancel within 24 hours of the session, cancellations are not permitted through the Rally platform. Players must contact the Club directly to manage such cancellations.

2.2 Cancellations Before 24 Hours of Session

- **No Fee, Cancellation Allowed:** Players can cancel their booking without any charges if the cancellation is made more than 24 hours before the session. This policy allows flexibility and ensures players are not penalized for early cancellations.

2.3 Cancellations Within 24 Hours of Session

- **Cancellation Not Allowed:** Cancellations made within 24 hours of the session are not allowed through the Rally platform. The match creator is responsible for covering the court fee. Players will receive a reminder notification 36 hours before the game to confirm their attendance.

2.4 No Show

- **No Refund:** If a player does not show up for the session, no refund will be provided. The match creator is responsible for all court fees.

2.5 Match Creator Cancellation

- **Booking Termination:** If the match creator cancels the booking, the entire session is cancelled. No individual slots will remain available.

2.6 Joinee Cancellation

- **Slot Opens Up:** If a joinee cancels their participation, their slot becomes available for other users to book.

3. Cancellation Policy for Coaching Sessions

3.1 Booked and Cancelled Within 24 Hours of Session

- **Cancellation Not Allowed:** Cancellations within 24 hours of the session must be handled directly with the Coach. Rally does not facilitate such cancellations.

3.2 Cancellations Before 24 Hours of Session

- **No Fee, Cancellation Allowed:** Players can cancel their coaching sessions without any charges if done more than 24 hours before the session.

3.3 Cancellations Within 24 Hours of Session

- **Cancellation Not Allowed:** Cancellations within 24 hours of the session are not allowed. Players must contact the Coach directly for such matters.

3.4 No Show

- **No Refund:** No refunds are provided for no-shows. Players are responsible for attending the sessions they have booked.

3.5 Coach Cancels the Session

- **100% Refund to Player:** If the coach cancels the session, players will receive a full refund for the session fee.

3.6 Request Session

- **No Refund:** For sessions requested and paid for, no refunds will be provided if the player cancels.

4. Cancellation Policy for Coaches

4.1 Cancelled Within 60 Minutes of Receiving Booking

- **No Fee and Full Refund to Player:** Coaches can cancel a booking within 60 minutes of receiving it without any charges, and the player will receive a full refund.

4.2 Cancellations After 60 Minutes

- **20 AED Deducted from Commissions:** If a coach cancels after 60 minutes, a fee of 20 AED will be deducted from their commissions. If there are no commissions, a balance of -20 AED will be applied to the coach's account.

4.3 Rescheduling

- **Free Rescheduling:** Coaches can reschedule sessions more than 24 hours in advance without any fees.

4.4 Rescheduling and Cancellation Within 24 Hours

- **Not Allowed:** Rescheduling or canceling sessions within 24 hours is not permitted. Coaches must adhere to their committed schedules.

4.5 Coach Payout Minimum Amount

- **100 AED:** The minimum payout amount for coaches is set at 100 AED. Coaches must accumulate this amount before payouts are processed.

4.6 No Show

- **20 AED Deducted from Commissions:** If a coach does not show up for a session, the player will receive a 100% refund, and 20 AED will be deducted from the coach's commissions.

5. Cancellation Policy for Tournaments

5.1 Cancelled Within 60 Minutes of Entering Tournament

- **No Fee and Full Refund to Player:** Participants can cancel their entry within 60 minutes without any charges, and they will receive a full refund.

5.2 Cancellation Post 60 Minutes

- **Not Allowed:** Once a participant joins a tournament and does not cancel within 60 minutes, cancellation is not allowed.

5.3 Organizer Cancels

- **100% Refund:** Participants will receive a full refund if the organizer cancels the tournament.

5.4 No Show

- **No Refund:** No refunds will be provided for participants who do not show up for the tournament.

5.5 Venue Rescheduling

- **10% Fee on Venue:** The venue will be charged a 10% fee for rescheduling the tournament.

6. Special Cases

6.1 Rain Check

- **Weather-Related or Other Circumstances:** In cases of weather-related issues or other unforeseen circumstances, the club's decision is final regarding cancellations and rescheduling.

6.2 Last-Minute Cancellations

- **Inside 24-Hour Mark:** Refunds are not available for cancellations made within 24 hours of the session unless approved by the club.

7. Rally Points and Refund Method

7.1. Rally Points

- **Non-Cashable:** Rally Points cannot be exchanged for cash. They can only be used within the Rally app to book sessions, matches, or other services offered on the platform.

7.2. Refunds

- **Credit to Original Payment Method:** Refunds will be credited to the original payment method used for the transaction. The processing time for refunds may vary depending on the payment provider.

8. Contact Us

If you have any questions or require further assistance regarding cancellations and refunds, please contact us at support@rallysports.ae. Our team is ready to assist you with any inquiries.