

# Refund Policy for Online Stripe payments

## **What if my card is refused?**

Cards are not refused by Grove Park Squash Club or eBookings, but by your bank or card issuer. There are many reasons why this may happen. We suggest you contact your card issuer in the first instance if you have a problem with your payment being declined.

## **Can I have a receipt?**

Yes. You receive a confirmation of your payment, and your account balance is updated immediately. You also receive an email confirming the payment showing a unique transaction identifier.

## **I've paid the wrong amount – can I have a refund?**

If you have overpaid your account please email [olb@groveparksquash.org.uk](mailto:olb@groveparksquash.org.uk) explaining what has happened, and an appropriate refund will be applied to your account.

[Stripe Payments | Global Payment Processing Platform](#)