

## **The Padel Hub Terms and Conditions**

These terms and conditions also incorporate The Padel Hub's Privacy Policy and the Club Rules which can be accessed through our website.

### **Acceptance of Terms and Conditions**

These terms contain important information about your membership, product, or service.

Each category of play or membership offers a range of facilities and benefits and may have certain restrictions which only apply to that category. Details of categories are on our website.

The agreement between us is formed when you accept the terms and conditions of the product or service being provided to you.

By accepting these terms and conditions you are agreeing to go ahead with the service.

### **Pay and Play**

All pay and play customers using The Padel Hub agree to abide by the terms set out in the Club Rules.

### **Membership**

Joining Fee – there is currently no joining fee for first time members.

Re-joining Fee - if a member cancels their membership then wishes to rejoin within 3 months, they will have to pay a one off re-joining fee of £300. There is also no guarantee that a membership space will be available when they re-join.

Pausing a membership - Membership can only be paused due to significant injury. A medical note or other evidence may be required.

Member Club Sessions – members can only play in these sessions if they fall within their membership hours (Platinum and Gold – unlimited; Silver – Mon to Fri 9am to 5pm).

Misuse of Membership – failure to abide by the club rules or membership terms and conditions may result in your membership being cancelled or you being asked to leave the premises.

Communication - All members agree to have their information and personal details stored by the club.

Joint Membership - applies to married couples or partners residing at the same address. On joining one of the joint members will be appointed as the “main” joint member. The main joint member will be responsible for all joining, administration and membership fees for the Joint Membership.

Family membership – consists of 2 parents and unlimited children under the age of 18 all residing at the same address. On joining one of the adult members will be appointed as the “main” member. The main member will be responsible for all joining, administration and membership fees for the Joint Membership.

Members are permitted to use a guest pass for the same guest to play at the club no more than 2 times per month. It is the member’s responsibility to inform the guest of the club rules.

### **Membership Term**

The membership commencement date is the date that you purchase the membership.

An annual membership term is for one year and your renewal date will be 1 year from the commencement date of the membership.

A monthly membership is a continuous rolling contract for a minimum of six months. Following this initial period it may be cancelled with one month notice in writing to [membership@padelhub.uk](mailto:membership@padelhub.uk).

Membership reminders regarding renewal of your membership will be emailed to the email address registered to your account. It is your responsibility to advise us of a new email address so we can keep your details up to date.

If your membership expires, you will not have access to membership privileges and will no longer be a member of the club. Any future booking will be amended to pay to play status and will incur a charge.

### **Billing and Payments**

Membership payments will be managed through the Padel Hub app.

### **Changing membership categories**

We realise that your needs can change over time, so you can apply to change your membership category by emailing [membership@padelhub.uk](mailto:membership@padelhub.uk).

### **Cancelling Membership**

Yearly memberships can be cancelled in writing but no refund will be issued for remaining time on the membership.

Monthly memberships can be cancelled with one month's notice in writing to the membership manager following the initial 6 month term.

### **Other**

Children under 13 years of age must always be accompanied by a responsible adult who can take responsibility for the health and well being of them while they are present at the club.

All our members agree to have their information and personal details stored by the club.

### **Safety and Liability**

All members and visitors to The Padel Hub enter the club and participate on court at their own risk.

The club is not responsible for any injuries or damages incurred on site.

The club may seek reimbursement for costs associated with any damage to the club..

These terms and conditions may be reviewed and any changes will be communicated to members with at least one month's notice.