



## The Padel Hub - Club Rules

Welcome to The Padel Hub! These rules are here to make sure everyone enjoys their time on and off the court. Whether you're a seasoned regular or just getting into the swing of things, please take a moment to read through. Respecting these guidelines helps keep our spaces friendly, fair, and fun.

The Padel Hub reserves the right to amend these rules at any time. All decisions made by the management are final.

### 1. Court Bookings

- All bookings must be made via the Playtomic app.
- Each player must pay their share of the court using the 'Pay Your Part' option.
- You can add your playing partners' names up to one hour after your game. If names aren't added, the booking holder may be charged for those spots - and unfortunately, we don't issue refunds in this case.
- Please check in at the café before heading to court-it helps us keep things running smoothly.
- Maximum of 4 players per court. Extra players? Either book another court or check with the team about capacity.
- The person who booked the court and everyone listed on the booking must be present and playing.
- Advance booking privileges vary by membership tier and are visible in the app.
- Members are limited to a number of peak-time bookings and off-peak bookings per day with a maximum of active bookings held at any time, subject to membership tier as indicated below as well as in the membership section of the website and the Playtomic app.
  - Silver: 2 off peak bookings a day, 4 active bookings.
  - Gold: 1 off peak & 1 peak booking a day, 5 active bookings.
  - Platinum: 1 off peak & 1 peak booking a day, 8 active bookings.
  - Junior: 1 off peak & 1 peak booking a day, 4 active bookings.

### 2. Cancelling a Court Booking

- Members must cancel bookings at least 12 hours in advance.
- Non members must cancel bookings at least 24 hours in advance.
- We operate a three-strike policy: fail to cancel on time three times and your membership will be frozen with no further warning.
- This applies to court bookings, classes, and events alike.
- Non-members:
  - Cancel 12+ hours in advance - no charge.
  - Cancel under 12 hours - full court fee applies.

### 3. Members Playing with Non-Members

- Non-members must pay their portion via Playtomic.
- All players must have a Playtomic account to join the booking.

### 4. Guest Access

- Guest passes are no longer available on any membership tier.
- Instead, members are invited to bring a friend to our regular +1 Member Evenings-a great way to introduce someone new to the sport!

- Outside of this, all non-members must book via Pay & Play.

#### 5. Coaching

- Group coaching sessions must be booked through the Padel Hub app, Playtomic or the Padel Hub website.
- All Padel Hub sessions require a minimum of three participants. If this number is not met, the session will be cancelled, and you will be notified in advance.
- Private coaching is arranged directly with coaches. Details are available on each hub's Coaching page on our website.
- Can't find a slot? Reach out to the head coach or club manager-they'll be happy to help.

#### 6. Cancelling a Lesson

- For group coaching and classes, our standard 12-hour cancellation policy applies for members.
- For private lessons, cancellation terms should be agreed directly with your coach.

#### 7. Clothing & Footwear

- Appropriate padel or tennis footwear must be worn-no studded or marking soles, please.
- Clothing should be suitable for sport (and yes, shirts must stay on).
- Keep those trainers clean before stepping on court-it helps us keep surfaces in top condition.

#### 8. Drinks on Court

- Only water or sports drinks in sealed bottles allowed courtside.
- Please keep alcohol, coffee, and fizzy drinks away from the courts.

#### 9. Photography & Consent

- Taking photos or filming others or sharing images and videos on social media? Please ask for permission first.

#### 10. Café & Bar Area

- The café is for your enjoyment-but the counter and kitchen are staff-only zones.

#### 11. Changing Rooms

- Members enjoy complimentary towel service.
- Non-members can hire a towel. Please speak to a member of staff.

#### 12. Gym Use

- For members only.
- Under-16s must be accompanied by an adult.
- Please only use gym equipment if you're familiar with it-otherwise, check manufacturer guidance or ask our team.
- Bring a towel, be mindful of others, and stay hydrated (water and sports drinks only).
- No unauthorized personal trainers or classes allowed unless agreed by the club manager.

#### 13. Animals

- No animals allowed, except for assistance dogs.

#### 14. Children

- Kids under 13 must be always supervised by a responsible adult.

#### 15. Smoking & Vaping

- The entire club is a smoke-free zone, indoors and out. That includes vapes.

#### 16. Car Park

- Parking is for members and guests while using the club only.
- Spaces are first come, first served and not guaranteed.
- We aren't liable for any damage or theft in the car park-please park at your own risk.
- Spectators are welcome, subject to space.

#### 17. Behavior & Conduct

- We're a friendly bunch, and we expect everyone to treat others with respect.
- Antisocial, rude, or disruptive behavior won't be tolerated. Club staff may ask individuals to leave immediately-and we're not obliged to explain decisions.

#### 18. Respect for Staff

- Zero tolerance for abuse or intimidation towards staff.
- Got a complaint? Please speak to the club manager or send an email to the relevant hub address.

#### 19. External Services & Sports Therapy

- Any bookings with third-party providers (e.g. physios, therapists) are made directly with them.
- The club is not responsible for appointments, outcomes, or any fees related to these services.

#### 20. Fitness Studio (where applicable)

- Only water or fitness drinks allowed.
- The studio may only be used during bookable classes with an instructor present.
- All classes must be booked via the app.

#### 21. Liability

- All activities at The Padel Hub are undertaken at your own risk.
- While we do our best to ensure a safe environment, the club is not liable for injuries, accidents, or personal loss unless caused by proven negligence.
- Members may be billed for any damage caused to the facilities.

#### Rule Updates

The Padel Hub may revise these rules as needed. Members will be given advance notice of any significant changes.

And finally...

We're all here for the love of padel (and maybe a coffee or smoothie afterwards). These rules are designed to make sure everyone has the best possible experience-on and off the court.

If you have any questions, feedback, or suggestions, the team is always happy to chat.