



The Padel Hub - Terms and Conditions

These Terms and Conditions also incorporate The Padel Hub's Privacy Policy and Club Rules, which are available on our website.

1. Acceptance of Terms and Conditions

These terms contain important information about your membership, product, or service with The Padel Hub. Different categories of membership may come with specific access and benefits- these are detailed on our website.

Your agreement with The Padel Hub is formed when you accept these terms during the purchase or renewal of any membership, service, or product.

2. Pay & Play Bookings

All Pay & Play users agree to abide by The Padel Hub Club Rules. Access is subject to availability and may not include access to member-only events or court times.

3. Membership Terms

Annual Contract & Notice Period

All annual memberships are 12-month contracts with an upfront payment.

Membership Start Date

Your membership begins on the purchase date and is valid for 12 months. Your renewal date will be based on this start date.

Pausing Membership

You may pause your membership for up to 3 months per year, for any reason (e.g. travel, injury, life changes). Requests must be submitted in writing to membership@padelhub.uk.

- Evidence may be required for medical pauses.
- Pausing must be done in full months.
- Pausing of membership will cost £50 per month. The pause fee covers administrative costs and helps maintain club operations.

Changing Membership Categories

Requests to change your membership tier (e.g. upgrade/downgrade) can be submitted to membership@padelhub.uk. Changes may be subject to availability and pricing differences.

4. Guest Access

Guest passes are no longer available under any membership tier.

- Instead, we regularly host +1 Member Evenings, where you can bring a buddy to experience the club.
- Friends can also book courts through Pay & Play.

5. Membership Types & Responsibilities

The Padel Hub no longer offers joint or family memberships. Instead, we offer:

- Individual memberships designed to suit every player's needs-juniors and adults alike
- Pay & Play options for occasional players
- +1 Evenings for social play with friends

For the latest packages and benefits, please refer to the Membership section on our website.

6. Communication

Members must provide a valid email address and notify us of any changes to their contact information. Membership updates, renewals, and club announcements will be sent via email.

7. Billing & Payments

Membership payments are processed through The Padel Hub or Playtomic apps.

- Monthly payers are billed automatically.
- Failed payments may result in restricted access until the account is up to date and any outstanding balance is cleared.

8. Cancellation Policy

As all our memberships are annual and with the ability to pause for up to three months - cancellations will be considered only under exceptional circumstances (e.g., serious illness, relocation).

9. Renewal

If your membership is not renewed:

- You will lose access to member benefits
- Bookings will revert to Pay & Play status and be charged accordingly
- Rejoining will require payment of the current joining fee and is subject to availability

10. Use of Facilities

Club Access and Sessions

Access to club sessions depends on your membership tier and applicable times. For full details, please refer to the Membership section on our website.

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, 6 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.

Children Under 13

Must always be accompanied by a responsible adult.

11. Safety and Liability

All members and visitors participate at their own risk.

- The club is not responsible for injury, accident, or loss of personal property.
- Members are responsible for any damage they cause to club property and may be liable for repair costs.

12. Misuse of Membership

Sharing accounts, misusing booking privileges, or violating club etiquette may result in suspension or cancellation of your membership.

13. Updates to Terms

These Terms and Conditions may be updated periodically. Members will be given at least one month's notice of any changes.

Need Help?

Please contact us at membership@padelhub.uk for any questions or membership-related enquiries.