

Padel Centre – Terms & Conditions of Entry and Use

Effective Date: 20 December 2024

By entering or using the facilities of **Padelcentre Tasman Limited**, trading as **Padel Centre** (“the Centre”), you agree to comply with the following Terms and Conditions.

1. Acknowledgement of Risk & Liability

Risk Acknowledgement

Playing or participating in activities at Padel Centre involves inherent risks, including the risk of injury. By using the Centre’s facilities, you acknowledge and accept these risks and agree to participate at your own discretion and responsibility.

Waiver & Release

By using the Centre, you:

- Voluntarily assume all associated risks of participation.
- Release **Padel Centre Tasman Limited**, its directors, employees, contractors, and affiliates from any liability for injury, loss, or damage, except in cases of gross negligence or wilful misconduct.
- Agree to indemnify the Centre against any claims or actions arising from your own conduct or that of your guests.
- Accept financial responsibility for any damage caused to the Centre’s property or equipment through negligence or misuse.
- Acknowledge that this waiver remains valid indefinitely unless replaced in writing.

2. Medical Consent & Health Declaration

Medical Emergency

In the event of a medical emergency, you authorise the Centre’s staff to arrange appropriate medical treatment and/or transportation. All associated costs are your responsibility.

Staff Discretion

Staff may act in what they believe to be your best interests in emergency situations or incidents requiring assistance.

Health Declaration

You confirm that you are in good physical condition and that you are not aware of any medical conditions that may affect your ability to participate safely.

If you are pregnant, have a medical condition, or are new to physical activity, you are strongly encouraged to seek medical advice before using the facilities.

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Pregnancy Clause

Pregnant individuals should prioritise the wellbeing of both themselves and their unborn child. Consultation with a healthcare professional is recommended before engaging in any physical activity at the Centre.

3. Conditions of Entry & Use

Personal Property

You are responsible for your own belongings. The Centre is not liable for lost, stolen, or damaged items.

Surveillance

CCTV operates throughout the facility for safety and security purposes. By entering, you consent to video monitoring.

Right of Refusal

The Centre reserves the right to deny entry or remove any person at its discretion for breaches of policy or inappropriate behaviour.

4. Club Use & Behavioural Expectations

Player Responsibilities

All individuals associated with a booking are jointly responsible for:

- Payment of booking and any related charges.
- Compliance with all Centre policies and rules.
- Communicating any booking changes or cancellations.

Children

Children are welcome but must behave appropriately at all times.

- Persistent misbehaviour may result in suspension or exclusion.
- Children under 12 must be supervised by a responsible adult unless participating in a supervised programme.

Guests

Guests must be accompanied by a registered player or member, who is responsible for ensuring their compliance with all Centre rules.

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5. Court Bookings & Payments

Booking Guidelines

- All bookings must be made and paid through the **Padel Centre App provided by TPC Matchpoint**.
- Bookings are subject to availability and the Centre's scheduling requirements.

Booking Limits

- Bookings can be made up to **7 days in advance**, or **14 days** for "single player" members, or **21 days** for "full court" members.
- A maximum of **2 active bookings** per casual player is permitted.
- A maximum of **5 active bookings** per "single player" member is permitted.
- A maximum of **7 active bookings** per "full court" member is permitted.
- Casual players may make up to **2 bookings per day**.
- Members may make up to **3 bookings per day**

Cancellations & Refunds

- Cancellations made **48 hours or more for casual players, 36 hours or more** for "**Single Player**" members or, **24 hours or more** for "**full court**" members or more in advance will be refunded to your virtual wallet within the app.
- No refunds or credits will be provided for late cancellations or no-shows.

Pricing & Changes

- Court fees and policies may be amended at any time.
- Any updates will be communicated via the website or app.

6. Code of Conduct & Disciplinary Actions

Behaviour Standards

All players and guests are expected to:

- Treat others with respect and courtesy.
- Follow staff directions at all times.
- Refrain from any abusive, aggressive, or inappropriate behaviour.

Disciplinary Measures

Policy breaches or misconduct may result in:

- Verbal or written warnings,
- Temporary suspension of access, or
- Permanent banning from the Centre, following investigation.

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Complaints

If you have a concern, please raise it with a staff member. Unresolved matters may be escalated to the **Centre Manager** or **Company Director**.

7. Facilities, Safety & General Use

- Follow all posted signage, safety instructions, and staff directions.
- Smoking and vaping are strictly prohibited within and around the facility.
- Correct indoor court footwear must be worn at all times.
- Dogs must be on a leash, well-behaved, and not left unattended. Owners are responsible for any damage caused.
- Parking is provided for Centre users only and is at your own risk.
- Lost property will be held for a limited time before being donated or disposed of.
- Only food and beverages purchased on-site may be consumed within the Centre, unless otherwise agreed.

8. Media, Data & Privacy

Photos & Videos

- Personal photography or video recording must not interfere with others' enjoyment or privacy.
- Do not photograph or record others without their consent.
- Filming or photographing children other than your own is strictly prohibited.

Data Protection

The Centre collects and manages personal information in accordance with our **Privacy Policy**, available on our website.

9. Terms Updates & Centre Modifications

- The Centre reserves the right to modify facilities, services, or operating hours as needed.
- Terms and Conditions may be updated at any time. Updates will be published on our website and/or booking app.

Contact Information

Padel Centre Tasman Limited

Trading as **Padel Centre**

Company No: 9429052667374

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