

TERMS AND CONDITIONS

Central Padel is committed to safeguarding and promoting the well-being of customers and players. Everyone should show respect and understanding for the safety and welfare of others. All Players and Visitors are deemed to have read and AGREED to all Central Padel's Terms & Conditions.

INTRODUCTION

By accepting this agreement, I acknowledge and agree that I have read and understood this agreement in my full capacity and agree to abide by its conditions and obligations.

GENERAL CONDITIONS OF ENTRY

- To assist us in maintaining a safe and comfortable environment for all players and staff, you are required to abide by the following conditions. Failure to abide by these conditions may result in the suspension or termination of your attendance:
- ENTRY: Entry will be refused, or you may be requested to leave the Club if:
 - you are using abusive or threatening language or behaving in a threatening way; or
 - you are under the influence of drugs or alcohol; or
 - you instruct other members when the Club has not authorized you to do so; or
 - you behave in another way that is considered by Central Padel to be risky or seriously inappropriate.
- NON-SMOKING: Central Padel is a non-smoking facility.
- DRESS CODE: Fully enclosed, clean sports shoes must be worn during workouts for safety reasons. Players are required to always wear a singlet or t-shirt in the club.
- ILLEGAL ACTIVITIES: No illegal activities are permitted in the Club, including but not limited to the use or sale of steroids or performance enhancing drugs.
- COACHING: Padel Coaching services are available at the Club for a defined fee. Please contact Central Padel team for more information. Coaches within Central Padel are employed or are contractors and all arrangements for Padel coaching services and payments should be made directly with Central Padel. Please note only authorized Central Padel registered Padel Coaches are permitted to conduct coaching or hitting lesson within Central Padel premises.

- CLUB ENTRY: Entry to the Club may be refused because of unpaid or outstanding fees.

GENERAL:

- Pets are not permitted within the facility.
- Food and refreshments may be consumed outside the court areas only.
- Please respect your own and others' possessions. Central Padel accepts no responsibility for items lost, stolen or damaged on the premises.
- Lost property, balls or equipment found should be handed back to the owner or to reception.
- Damage caused whilst at Central Padel is chargeable to the offender(s). To the extent permitted by law, Central Padel will not accept responsibility for any injuries incurred during play at our premises.
- Personal items should not be left on the premises overnight.
- Appropriate sporting attire should be worn on court and shirts must be worn at all times.
- Players are required to wear non-marking footwear when on court. Players cannot wear metal studs or any form of studs on any of the courts.
- Only coaches who have a Central Padel Coaching Agreement may coach clients and/or charge for coaching services using our Courts.
- Central Padel reserves the right to refuse admission to the Centre to any person whether or not a fee has previously been paid in respect of entry and/or the use of the facilities of the Centre.
- Central Padel reserves the right to require any person to leave the Centre at any time without refunding any fee paid for entry or for the use of any facilities
- Central Padel regularly film or conduct photography session within the Club facility, as such you may appear in some of our content. By accepting this agreement, you fully allow Central Padel and its associate companies to use your image in its website, social medias, promotional and other business-related material. You understand that you will not be entitled to request for any financial compensation or any compensation of any nature for the use of your image.

COURT BOOKING

- Court bookings are available on the 60 and 90 minutes basis. A pay before you play policy is enforced.
- Subject to availability, court bookings can be extended for an additional fee in advance while in the court.
- A full fee applies to pay if you continue to play after the booked time if the court is available.

- Court bookings can be made on online, over the telephone or in person and are to be confirmed by Central Padel Dubai.
- Unless the court has previously been fully paid online, players should contact reception on arrival and prior to going on court for court allocation.
- Court use prior to payment may require players to leave the court to make the payment and may lose court time for offline customers in case of extension and is subject to availability.
- Court bookings should be made in the name of a player who will be playing on the court. Players may be asked to leave the court if the named person who made the booking is not present unless otherwise communicated beforehand.
- Attendance later than 15 minutes after the hour may result in loss of booking and the court being allocated to another player.
- Some courts are reserved by Central Padel for other programs and activities.
- Adult supervision is required at all times when booking courts for juniors under under 18 years old.

CANCELATION POLICY

In all cases Central Padel will not refund any fees fully or partially paid. In some cases defined below, a credit equivalent to a part or the totality of the paid fees may be credited to the customer Central Padel account for future use.

- Court booking may be canceled by the customer with a notice of at least 24 hours. In case of cancellation within less than 24 hours full fees will apply.
- In order to ensure consistency within the group and student progression, a strict no cancellation applies for all group lessons and activities.
- In case the customer wish to change the day or timing of the week of the class or activity he/she is attending, Central Padel Team will do its best to accommodate to an available slot or by trying to switch the customer with another customer of equivalent level. In case Central Padel Team is not able to accommodate, the regular no cancellation policy will apply.

COACHING

1- Courses and camps

- Registration should be completed prior to the course start date (exceptions can be approved at the Coaches discretion).
- Payment must be made on registration to secure a place.
- Places are sold on a first-come first-serve basis.
- A signed consent form is required for all junior programs.
- Once the maximum number of attendees is reached, a waiting list will be created and attendees contacted if the program is to be extended.

- Missed sessions will not be credited.
- Players must inform us of any medical condition, or disability, which may be relevant to the adult or child booked onto a course. Players must also notify us of any change or deterioration of any such medical condition or disability. We will keep this information confidential and handle such issues with discretion. It is our policy to include any such individuals within the scheduled courses wherever possible, but we reserve the right to refuse the booking if we are regrettably unable to accommodate the needs of the individual.
- We reserve the right to refuse entry to a course or advise a more appropriate session if any participant is found not to be of the correct age/ability, or is unable to complete a course due to being in the incorrect age/ability group.
- We are unable to accept replacements in lieu of your booking.
- Refer also to the Cancellation Policy.

2- Junior coaching

- All children booked onto junior courses are fully supervised, but we cannot undertake to supervise children using the courts at other times.
- All children booked onto junior courses and camps must bring appropriate weather protection on court at the beginning of the session. They are not permitted to leave the court without permission from the coach.
- Permission for children to go home alone must be given in writing. If written permission is not received and contact cannot be made with parent/guardian, we will keep the child until they are picked up or contact is made.

MEDICAL CONDITIONS

- You are medically sound to undertake a normal course of exercise, your use of the Central Padel facilities are at your sole risk and responsibility and you are aware that exercise is physically demanding and participation in some activities may create a challenge to your body. Depending on health condition, this physical challenge may be a risk for your health.
- You understand that any physical activity includes a risk of accident and incident, your use of the Central Padel facilities on your own or while participation to any coaching classes or activity are at your sole risk and responsibility. Central Padel will not be responsible for any accident or incident of any kind, due to any human or material or natural causes that would result in physical injury or mental impact either permanently or temporary.

USE OF EQUIPMENT

- For the safety of you and others, please follow all equipment operating and safety instructions on the equipment.
- If you are not sure of correct use or operation of equipment, please seek assistance from a Central Padel team member.
- All customers are required to return all rental equipment to their original state and within the agreed duration of use after. Any unreturned or broken equipment will be considered as sold and the customer will be invoiced the full value of this item.
- All courts are compliant with the most advanced safety regulations for regular use. Any court or equipment damage caused by a customer must be fully financially compensated by the customer or its insurance. Central Padel reserves the right to engage legal action to seek compensation.

LOCKERS, VALUABLES AND LOST PROPERTY

- Lockers are available and are located in the change rooms, however lockers are not security devices.
- Central Padel employees or contractors are not responsible for any loss of, or damage to, personal property from the Club or a locker, and Central Padel recommends that you keep all valuables with you while using the club.
- Damage to, or the loss of locker keys, will incur a AED200.00 charge.
- Central Padel is unable to look after your personal possessions (keys and wallets for example) whilst you are in the Club.
- Bags must be stored in the appropriate area for safety reasons.
- Personal items are not permitted to be stored in lockers overnight, and lockers are cleared daily. Any items remaining in lockers or handed into Reception will be held for one week and then disposed.

PRIVACY

- Your “personal information” (as that term is defined by Local UAE Law) will only be used by Central Padel in accordance with the provision of their Privacy Statements.
- You must register under your full name and are not allowed to use any pseudonym at the time of registration. Registering and signing this agreement under a fake name may be considered as a usurpation of identity. In all cases registering under a false name does not invalidate your acceptance and acknowledgement to the conditions of this agreement. In case of conflict about your identity, Central Padel reserves the right to use its video surveillance or seek testimonial from its clients or employees to confirm your identity.