



BOOKING TERMS & CONDITIONS

INTRODUCTION

We are Stafford Padel Ltd, a limited company incorporated in England, trading as Stafford Padel Club. Our company registration number is 16505646. Our trading address is Stafford Cricket and Hockey Club, Riverway, Stafford, ST16 3WB, United Kingdom. Throughout these terms, references to “we,” “us,” “Club” or “our” refer to Stafford Padel Ltd.

To help you get the best out of Stafford Padel and to understand our responsibilities to you and your responsibilities to us, please read the Club’s terms and conditions, available on our website at www.staffordpadel.com.

Please be aware that if you sign up to any of our online facilities or groups, extra terms and conditions may apply. Please also refer to our Privacy Policy.

The language we use should make these terms and conditions as clear as possible. If you have any questions, a member of our team at our club will be happy to help you.

1. Definitions

In these terms and conditions:

- The Company: Stafford Padel Ltd, which operates and manages the Club.
- The Club: The facilities and services provided by Stafford Cricket and Hockey Club.
- Member: An individual who has an active membership with the Club.
- Non-Member: An individual booking courts on a pay-as-you-play basis, without a membership
- Booking System: our digital membership and court booking facility (Padel Mates), available both through our website and also by downloading the app on Google Play and the App Store.
- Client: Any individual using the Club’s services or facilities, including Members and Non-Members, or making purchases on-site.

- Rules: The terms and conditions contained herein, subject to amendments published on the Club's website.
- Arena: The caged area surrounding the courts.
- Court: Turfed playing area, surrounded by glass and mesh.

2. Acceptance of Terms and Conditions

Our terms and conditions also include Stafford Padel's Privacy Policy and the Club Terms and Conditions, which can be accessed through our website.

The agreement between us is only 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.

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

3. Use of Facilities

The Company determines and may revise Club opening hours without prior notice.

- Only individuals aged 16 or older may book courts.
- Court bookings are for a minimum of 60 minutes; 30-minute bookings are not permitted.
- All bookings must be made through the Club's designated booking system, and by doing so, you agree to its terms and conditions.
- All Memberships are purchased directly through us or through our membership system, and by using it, you agree to its terms and conditions.
- The Club reserves the right to temporarily close any part of its premises for maintenance, events, or holidays without notice.
- The Company reserves the right to deny entry at its discretion.
- Participation in activities is at the Client's own risk, and it is their responsibility to ensure they are fit to participate.
- Schedules are subject to change, especially during holidays.
- Clients and guests use facilities at their own risk and should seek medical advice if unsure of their fitness to participate.
- Children should be supervised at all times.
- Appropriate sportswear must be worn, including footwear suited for court use. Topless play is not allowed.
- Smoking, including e-cigarettes, is prohibited in the court arena.

- Only food and beverages purchased from the Club may be consumed on-site, aside from those consumed as part of Padel activity, e.g. water, electrolyte drinks and so on.
- Alcoholic beverages and illegal substances are strictly prohibited in any court area and may result in expulsion or termination of membership.
- Clients must use mobile phones discreetly and refrain from photography or filming in changing or wet areas.
- Glass containers are not allowed in court or changing areas.
- Disruptive or abusive behaviour is not tolerated.
- Club property, such as equipment, must remain on-site and may only be used during Club activities. Unauthorised removal may result in membership termination and legal action.
- Clients must leave areas clean and tidy. Equipment should be returned to designated areas and wiped down after use.
- Unused sessions or Club credits are non-refundable.
- Cancellations made at least 24 hours in advance of your scheduled game are eligible for a refund or credit towards a future booking.
- Cancellations within 24 hours of the scheduled game are not eligible for a refund or credit. These will be automatically charged via Padel Mates.

4. Priority Booking, Court Booking Fees and Playing

- Fully paid-up senior Stafford Cricket and Hockey Club members receive priority booking, 6 weeks in advance
- Reduced court booking fees apply to all Members (defined as above) as visible on our booking system
- All bookings require online payment and are non-refundable.
- When a booking is made by a Member at the reduced court booking fee rate, that Member must be present for the designated court booking period. The reduced court booking fee rate applies only for the members' portion of the booking fee.
- When a booking is made using a discount code, the Member or Non-Member who was in receipt of the discount code must be present for the designated court booking period.

5. Terms of Use

- You will be able to access your privileges via the Padel Mates app.
- Some products within our mobile app may be available without a valid membership.
- No Membership should be transferred to anyone else.

- A Membership can only be used by the named member, in accordance with the specific terms of each offer.
- You must abide by the Club's terms and conditions.

6. Legal and Notices

6.1 Our liability

Nothing in this agreement excludes or limits our liability for:

- Death or personal injury caused by our negligence.
- Fraud or fraudulent misrepresentation.
- Any other matter for which it would be illegal for us to exclude or attempt to exclude our liability.

We accept no liability for the availability of our Club, or any terms, conditions or exclusions offered. We accept no liability for any lack of enjoyment or adverse experiences.

We do not give any warranty in respect of any goods or services provided by third parties which are accessed through, or displayed on, our site other than our own services.

We accept no liability for the availability including any lack of availability resulting from events outside our reasonable control.

6.2 Written communication

Applicable laws require that some of the information or communications we send to you should be in writing. When using our site, you accept that communication with us will be mainly electronic. We may contact you by e-mail, push notification or provide you with information by posting notices on our website(s). For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information, and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

6.3 Waiver

Failure by us to enforce any of these terms and conditions will not prevent us from subsequently relying on, or enforcing, them.

6.4 Severability

If any court or competent authority decides that any of the provisions of these terms and conditions are invalid, unlawful, or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.

6.5 Third party rights

A person who is not party to these terms and conditions shall not have any rights under or in connection with it under the Contracts (Rights of Third Parties) Act 1999.

6.6 Entire agreement

These terms and conditions and any document expressly referred to in them constitute the whole agreement between us and supersede all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between us relating to the subject matter of these terms and conditions. Nothing in this clause limits or excludes any liability for fraud.

6.7 Law and jurisdiction

These terms and conditions are governed by the laws of England and Wales. Any disputes arising under these terms will fall under the exclusive jurisdiction of the English courts.

You can contact Stafford Padel by email on contact@staffordpadel.com