

# **draycote** HOTEL PADEL CLUB

By entering, booking, or using any facility at Draycote Hotel Padel Club, all members and guests agree to these rules.

## **1. Court Bookings**

### **1.1 Booking Method**

All bookings can be made on the Playtomic app, you can download this on the App store or google play.

Bookings can also be made via the link on our website.

Bookings can also be made at the Top Tracer driving range.

Draycote Padel Club reserves the right to amend the booking system or suspend access at any time for operational or disciplinary reasons.

### **1.2 Advance Booking Window**

Bookings are open as per calendar on Booking Web site.

For Group bookings please call the club on 01788 521800

Draycote Hotel Padel Club, may vary booking windows at its discretion.

### **1.3 Maximum Active Bookings (Strict)**

Restrictions will apply.

Draycote Hotel Padel Club may cancel, restrict or suspend booking privileges at any time if misuse is suspected

### **1.4 Payment and Player Liability**

- Every player must pay via app, or in person if an walk in booking.
- Player must be over 18 to book.
- If additional players are not added within 1 hour, the booking holder may be automatically charged the outstanding amount, and no refunds will be issued.
- Draycote Hotel Padel Club may pursue unpaid balances and suspend accounts until payment is cleared.

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## **2. Cancellations, No-Shows & Penalties**

### **2.1 Minimum Cancellation Period**

- 24+ hours' notice.

### **2.2 Cancellation Fees**

- Players cancelling with less than 24 hours' notice: full court fee will be charged.

### **2.3 No-Show Policy**

Failure to attend a booked session without cancellation is treated as a late cancellation and no refunds will be issued.

### **2.4 Three-Strike Enforcement**

Any Player who:

- cancels late.
- fails to attend.
- or books courts irresponsibly.
- three strike times within any rolling 60-day period.

## **3. Conduct, Behaviour & Safety**

### **3.1 Zero-Tolerance Conduct**

Any behaviour that is:

- abusive,
- aggressive,
- intimidating,
- discriminatory,
- disruptive,
- damaging to reputation or operation of the Draycote Hotel Padel Club

will result in immediate removal from the premises and may lead to permanent barring without refund.

Draycote Hotel Padel Club reserves its right to suspend any Player.

### **3.2 Safety**

- Running, jumping outside the court, or unsafe conduct is strictly prohibited.
- All members must follow staff instructions immediately and without argument.
- Fire exits must never be obstructed.
- Children (under 13 years old must be always accompanied by an adult over 18.
- Children over 13 to 18 must be always supervised by an adult over 18.

### **3.3 Hygiene & Dress Code**

- Clean sports clothing and closed-toe, non-marking shoes are mandatory on court.
- No bare feet outside changing/shower areas.
- Anyone presenting a hygiene or safety concern may be refused entry.

### **3.4 Changing Rooms**

**The changing rooms will be undergoing full refurbishment in due course and will be closed for a period, once renovation works get underway.**

## **4. Liability & Risk**

### **4.1 Use at Own Risk**

All activities are undertaken entirely at the user's own risk.

Car parking will be entirely at owners' risk for any loss or damage.

### **4.2 Exclusion of Liability**

Draycote Hotel Padel Club is not liable for:

- injuries,
- accidents,
- property loss,
- damage,
- or any consequential losses

### **4.3 Player Responsibility for Harm or Damage**

Players are fully responsible for:

- harm or injury caused to third parties,
- damage to courts, equipment, furniture, buildings, or facilities, whether accidental, negligent, or deliberate.

Draycote Hotel Padel Club may:

- charge the full cost of repair or replacement for any damaged caused
- recover losses through debt collection,

- terminate player booking availability.

#### **4.4 Personal Property**

Draycote Hotel Padel Club accepts no responsibility for items lost, stolen or damaged anywhere on the premises, including changing rooms, lockers and the car park.

### **5. Coaching, Professional Use & Restrictions**

#### **5.1 No External Coaching**

Only coaches approved by Draycote Hotel Padel Club may offer lessons or instruction. Any unauthorised coaching will result in:

- immediate removal from premises,
- cancellation of bookings,
- possible player termination.

#### **5.2 No Commercial Activity**

No filming, content creation, or promotion for commercial purposes is allowed without prior written consent from Draycote Hotel Padel Club.

Clutch AI recordings are personal use of the player who made the booking. Clutch AI recordings should not be used or distributed without all players knowledge.

Draycote Hotel Padel Club will have no responsibility for Player AI content use.

#### **5.3 Substances**

Anyone under the influence of alcohol or drugs will be refused entry or asked to leave.

### **6. Membership Rules & Enforcement Powers**

## **6.1 Misuse of Player Apps**

Any attempt to share, lend, or misuse your player app or booking account will lead to immediate termination.

## **6.2 Termination, Suspension & Bans**

Draycote Hotel Padel Club reserves the right to:

- suspend players immediately,
- cancel any booking,
- prohibit entry,
- or permanently ban any person

for breach of rules, disruptive behaviour, safety concerns, or actions contrary to the interests of the Draycote hotel Padel Club.

No refund will be issued upon termination for misconduct.

## **6.3 Management Discretion**

Management's decision regarding the interpretation and application of these rules is final.

Draycote Hotel Padel Club may update or amend rules at any time without notice.

## **7. Hiring of Equipment**

**All Rackets must be returned with no damage, padel racket covers must be returned.**

**Any damaged rackets will be chargeable at full replacement cost.**

**Padel covers not returned will be chargeable at full cost.**

**Hiring of equipment subject to availability.**

## **8. Privacy & Data Protection**

The Club may use CCTV, photo, booking data unless it is prohibited or restricted by law, and behaviour reports for safety, security, and management purposes in accordance with UK GDPR.