

# Padel Tennis Chiswick

## Rocks Lane Multi Sports Centre: regulations and conditions of hire

For the purposes of these Regulations and Conditions of Hire, the following terms shall have the meanings set out below: “Hirer(s)” means a club, individual or group of individuals “Centre” means Rocks lane Multi Sports Centre “Owner” means TFC Leisure Ltd.

### Court hire

- 1 Any Hirer wishing to hire the Centre’s facilities for a specific event or a short or long-term block booking must book via the “Playtomic” application, call the centre or book via the reception desk.
- 2 All players must sign up to the “Playtomic” App and provide their correct full name, contact number and email address.
- 3 In the event that the Hirer wishes to cancel a booking notice of the cancellation must be made no later than 48 hours prior to the commencement of the booking. Otherwise the booking will be charged in full.
- 4 In the event of adverse weather conditions the customer should contact the centre to see if play is possible. If the court is deemed unplayable a full credit will be applied. Play in adverse weather conditions is at the players own risk.
- 5 Any Hirer failing to pay their invoice by the required deadline will not be allowed to use the Centre.
- 6 All Hirers wishing to book the Centre’s facilities for either sports matches or practice sessions are required where reasonably possible to provide their own first aid equipment and qualified first aider, as are Hirers expecting large numbers of spectators to attend.
- 7 No pets are allowed on the Courts or Pitches.
- 8 The sub-letting of pitches/facilities is not permitted; all bookings are personal to the Hirer concerned. No alcohol or food shall be brought into the Centre or its grounds. No smoking whatsoever is allowed in the Centre or on its grounds.
- 9 The booking can only be used for the purpose stated and may not be used by the Hirer to generate private income.
- 10 The Hirer will be responsible for any damage caused to the pitch, court, equipment, building, fencing or any other of the Centre’s property, either personally or by their members or by the members of the club or individuals against whom the Hirer is playing. The Hirer is not permitted to climb on or over any fencing, buildings or equipment on the site.
- 11 The Centre accepts no responsibility for any personal injury, or damage to, or loss of property sustained by members of a club or any other persons arising as a consequence of hiring or use of the pitch or court. Claims made against or expenses incurred by the Centre in respect of any such personal injury, or injury to, or loss/theft of property arising as aforesaid, are required by the Centre to be met by the Hirer. Hirers that are sports clubs are required to hold their own Public Liability Insurance, a copy of which policy of insurance must be submitted with a booking application.
- 12 The Centre reserves the right to close any court or facility if, in the opinion of the Centre, the facility is unfit for use, e.g. bad weather

or unforeseen circumstances. The Duty Manager will inform the nominated co-ordinator(s) on the day.

- 13 All Hirers using the Centre must behave in a seemly manner and conform to any regulations in force, with respect to the site and comply with any instructions they may receive from the staff appointed by the Centre.
- 14 Hirers are reminded that there may be young children on site. Hirers must ensure that facilities are used correctly and individuals accompanying or belonging to the Hirer do not use foul or abusive language whilst using the Centre.
- 15 The Centre is located in a residential area. Hirers shall respect the Centre’s neighbours and keep the noise levels down to a minimum, again, avoiding foul and abusive language.
- 16 All persons must vacate the site by closing times. Changing rooms are to be left in a clean and tidy condition. Furthermore, cans of drink or food waste, etc., must not be left on the playing surface/ area. Litter bins are provided around the site or black bags are available if requested.
- 17 Hirers failing to comply with any of these Regulations and conditions will be liable to forfeit use of the Centre.
- 18 Any Hirer who is introduced to a coach through the centre is provided with coaching services by the coach and not by the centre. All coaches are self-employed and the centre acts as an agent for each coach, introducing the coach to the customer in return for an agency fee

### Course booking

#### Group coaching: courses, squads and camps

- 1 Payment must be made upon registration to secure a place and bookings must be made prior to the commencement of the class.
- 2 Places are sold on a first-come first-served basis. Priority booking may be offered to all players already registered onto programmes that are frequently oversubscribed.
- 3 Once the maximum number of attendees is reached, a waiting list might be created and customers will be contacted if places become available.
- 4 If a course is undersubscribed and cancelled, the centre staff will suggest alternative arrangements to attendees.
- 5 All termly courses are paid for upfront for the full term or pro-rata course period. These courses are non-refundable. In exceptional circumstances transfer to a different course may be possible at the discretion of the centre.
- 6 A missed session is non-transferable. Missed sessions will not be credited unless there are exceptional circumstances e.g. doctor’s note.

- 7 We aim to run all classes irrespective of the weather. Play will continue in inclement weather at the centres discretion. If necessary, coaches will utilise wet weather resources to aid off court learning.
- 8 If sessions are cancelled due to exceptional weather or other reasons then customers will receive a credit for that lesson. Juniors - holiday course credit. Adults - credit for re-enrolment in the next course.
- 9 Players / parents must inform Rocks Lane of any medical condition or disability which may be relevant to the person booked into an activity. 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 unable to accommodate the requirements of any individual.
- 10 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.
- 11 We are unable to accept replacements of players in lieu of your booking.

#### **Junior coaching**

- 12 All children booked onto junior courses and camps are fully supervised, but we cannot supervise children using the courts at other times.
- 13 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 be released and go home alone must be given in writing. If written permission is not received and contact cannot be made with a parent/guardian, we will keep the child until they are picked up or contact is made.

#### **Individual coaching / private bookings**

- 14 Individual / private coaching sessions are arranged through the centre who are acting as agents for the self employed coaches.
- 15 In the event that the customer wishes to cancel a booking, notice of the cancellation must be made no later than 48 hours prior to the commencement of the booking. Otherwise the booking will be charged in full. Notification must be made in writing via email.
- 16 In the event of adverse weather conditions the customer should liaise with the coach and the centre to ascertain if the courts are playable. While we are an outdoor venue and aim to play in most inclement weather, the customer retains the right to cancel in adverse weather conditions.

#### **Leagues and tournaments**

- 17 Registration and payment for league entry should be made prior to the entry deadline and should be made in full. Payments are non refundable.
- 18 All participants are required to adhere to the Player Code of Conduct towards other players, officials and league / centre staff.
- 19 All participants must wear suitable clothing and footwear as dictated by the league organiser and according to the host venue.
- 20 The cancellation policy will vary for each tournament and league and this will be communicated by the organiser at the start of the event.

#### **Adverse weather cancellations / refunds**

In the event of cancelled sessions the following rules apply for each activity area;

#### **Court / pitch hire**

- 21 In adverse weather conditions the player should contact the Centre to check if play is possible. The Centre will make the final decision. If the court is deemed unplayable, cancellation with a full refund will be applied.
- 22 The full court fee applies if a player chooses to play in adverse weather conditions/on slippery courts and uses the court for more than 15 minutes
- 23 Play in adverse weather conditions is at the player's own risk.

#### **Group coaching**

- 24 If the session runs for less than half the designated time a credit will be issued for the session. For Junior classes a holiday credit will be added to the customer account.
- 25 If the session runs for more than half the time the session will be deemed to be completed and no credit will be issued.

#### **Individual coaching**

- 26 If the session is interrupted then the amount of session charged will be rounded up to the nearest 15 minutes and credit will be issued on the customer account for the missed session time.

#### **Leagues and Tournaments**

- 27 If events do not take place then a credit will be issued on the customer account. If the session runs for more than half the time the session will be deemed completed and no credit will be issued.

#### **Padel membership**

- 28 Padel membership runs for 365 days from the date you bought the membership and renews thereafter.
- 29 Payments for memberships are required in advance and once received provide the customer with full membership benefits.
- 30 Membership is applied to the individual customer and cannot be transferred to other individuals.
- 31 Membership payments are non-refundable and the membership period cannot be paused or interrupted.

#### **General**

- 32 The Rocks Lane Privacy Policy sets out the terms in which we process any personal data that we collect from you.
- 33 By using the Rocks Lane facilities you unconditionally consent to photographs and filming being taken of you and/or any person using the facilities within your party, whether pursuant to your booking or otherwise under your control. In particular this consent is on behalf of (but not limited to) children, persons under the age of 18 or those otherwise lacking in legal capacity.  
  
For the avoidance of doubt you unconditionally consent to such photographs/images being utilised or replicated by Rocks Lane in appropriate marketing, promotional or other material whether electronic or otherwise. As a duly authorised adult, you give the same consent on behalf of any minors or persons under the age of 18 who accompany you to the premises and/or any person lacking in legal capacity for whom you are responsible.