

Slazenger Padel Clubs

Membership Terms & Conditions

Version 1.0 – 2025

1. Introduction and Definitions

1.1 In these Terms, “the Club” means Slazenger Padel Clubs (and all its facilities).

1.2 “Member” means any person whose membership has been accepted by the Club.

1.3 “Rules” means these Terms & Conditions, including any amendments.

1.4 By purchasing a membership, the Member agrees to pay all relevant fees and abide by these Rules.

1.5 The Club may update these Rules at any time without prior notice; updated versions will be published on our website.

1.6 These Rules are intended to ensure the safe and fair use of the Club by all Members and their guests.

1.7 No Member or guest may be treated unfairly on grounds of race, gender, age, disability, religion, sexual orientation, or nationality.

2. Membership & Fee Payment

2.1 Members must be at least 16 years old unless stated otherwise.

2.2 If paying monthly, fees are payable in advance via direct debit from a UK bank account.

2.3 Annual Prepaid memberships must be paid in full before the membership start date.

2.4 Monthly subscriptions begin on the date of purchase and renew automatically each month.

2.5 Direct Debit instalments and additional charges will post on the same calendar date each month (with adjustments for weekends/holidays).

2.6 Members must provide and maintain up-to-date contact details with the Club.

2.7 All communications from the Club are deemed received within five working days of dispatch.

2.8 The Club reserves the right to refuse or terminate membership applications.

2.9 Memberships are non-transferable and non-refundable, except where otherwise agreed in writing.

2.10 If fees are unpaid, the Club may suspend access; after 30 days of non-payment full payment may be demanded and recovery action taken.

2.11 On termination of membership, no refund of fees will be given unless specified.

2.12 Members wishing to change their membership tier or benefits must submit a request by the 24th of the current month for the change to apply in the following month.

3. Membership Cards & Access

3.1 Membership cards are not issued, Court Bookings & advance booking privileges will be automatically updated via the Playtomic app. Club staff will require to see your Club Membership subscription via the Playtomic app.

3.2 Cards are non-transferable; misuse may result in suspension or cancellation.

3.3 A fee will apply for replacement cards where lost or damaged.

3.4 The Club may retain access cards if payments are in default.

4. Use of Facilities & Services

4.1 Opening hours may change without notice due to maintenance, events, or emergencies.

4.2 The Club reserves the right to refuse entry to Members or guests at its discretion.

4.3 Members and guests use the facilities entirely at their own risk; the Club accepts no liability except where required by law.

4.4 Appropriate sports attire and footwear are required on court and elsewhere according to signage.

4.5 Use of any designated area for restricted or medical-use only must follow signage and staff instructions.

4.6 No smoking, no glass containers in courts, no play under the influence of alcohol or drugs.

4.7 Courteous behaviour is required at all times; loud, abusive or disruptive behaviour may result in removal.

4.8 Court bookings require minimum 24-hour cancellation notice unless otherwise agreed.

4.9 Club equipment must not be removed without permission; workout areas should be left tidy and cleaned after use.

5. Liability & Safety

5.1 The Club is not liable for loss or damage to personal property unless due to proven negligence.

5.2 Use of the facilities is at the Member's or guest's own risk.

5.3 Accidents must be reported immediately to the Duty Manager.

5.4 Members confirm that they are physically fit to use the facilities and will follow the Club's health, safety and evacuation procedures.

6. Data Protection

6.1 The Club processes personal data in accordance with its Privacy Policy.

6.2 Members may receive communications by email, SMS or app notification unless they opt-out as permitted by law.

7. Cancellation of Membership

Cancellation of your Membership is via the Playtomic App.

- To view or cancel your membership:
- Go to your profile screen in the Playtomic App.
- Tap the 3 bars in the top right corner.
- Click on Your Payments.
- Select Club Memberships to view details or cancel your membership if required.

8. Club Credit / Wallet Notes (if applicable)

8.1 Any Club-credit, court-wallet or similar benefit is redeemable only for the services stated and cannot be exchanged for cash or against any purchases at the club Shop.

8.2 Credit is valid for 12 months from issue unless otherwise stated.

8.3 Unused credit will expire and is forfeited in the event of membership termination.

9. General

9.1 These Terms & Conditions may be amended or replaced by the Club at any time – updated versions will be posted online.

9.2 Any dispute regarding membership does not permit continuation of use unless the dispute is resolved.

9.3 These Terms are governed by English law and subject to the exclusive jurisdiction of the courts in England and Wales.

Last reviewed: September 2025

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