Terms and Conditions of Service

1. About us

Worldham Padel operates from:

Worldham Golf & Padel
Cakers Lane
East Worldham
Alton
Hampshire
GU34 3BF

Email: **padel@worldhamgolf.co.uk**
Telephone: **01420 544606**

Worldham Padel is operated by **J.F. Whidborne Ltd**, referred to in these terms as "Worldham", "we", "us" or "the Club".

2. Accepting these terms

These terms apply to court bookings, social sessions, competitions, courses, coaching, memberships and other Padel services purchased through the Worldham Matchpoint website or app.

By completing a purchase, you confirm that:

- You have read and accepted these terms.
- The information provided with your booking is accurate.
- You are authorised to make the booking and payment.
- You will make the relevant terms and safety information known to everyone included in your booking.

Some memberships, courses, competitions or special events may have additional conditions. Where this applies, those conditions will be shown before purchase and will form part of your agreement with us.

3. Bookings and payment

A booking is confirmed when payment has been successfully completed and confirmation has been issued through Matchpoint.

All prices are shown in pounds sterling and include VAT where applicable.

Prices may be calculated per player and according to each player's membership status. Membership prices and benefits are personal and cannot be transferred or shared.

Where a member books with one or more non-members:

- The member may receive the applicable member price for their own place.
- Each non-member must be added correctly and will be charged the applicable non-member price.
- The person making the booking is responsible for ensuring that all players and membership details are accurate.

Worldham may correct an underpayment or remove a membership discount where inaccurate player information has been entered.

4. Court bookings

Bookings are for the court, date and period shown in the confirmation.

Your booking time includes entering the court, warming up, playing and leaving the court. Players must:

- Arrive in sufficient time to begin promptly.
- Not enter a court before their allocated time unless invited to do so.
- Finish play and leave the court promptly at the end of the booking.
- Use only the court allocated to them.
- Follow any reasonable instructions given by Worldham staff.

Worldham may move a booking to another suitable court where reasonably necessary for maintenance, safety or operational reasons.

The booking holder is responsible for the conduct of everyone included in their booking.

5. Customer cancellations

Unless different conditions are displayed for a particular event, course or product, the following cancellation policy applies:

- Bookings cancelled more than 24 hours before the scheduled start time are eligible for a refund or booking credit. The payment will ordinarily be returned to the Matchpoint balance.
- Bookings cancelled within 24 hours of the scheduled start time are non-refundable.
- Bookings made less than 24 hours before their scheduled start time are non-refundable once confirmed.
- Failure to attend does not qualify for a refund or credit.

Cancellations should be made through Matchpoint wherever possible. If the system does not allow you to cancel, please contact Worldham before the booking begins.

Worldham may review exceptional personal circumstances individually, but this does not guarantee that a refund or credit will be issued.

Court bookings and other leisure activities reserved for a specific date or time do not ordinarily carry a separate 14-day online cooling-off period.

6. Weather and court conditions

Some Worldham courts are covered, while others may be more affected by weather conditions. Padel may continue in light rain, cold or other normal seasonal conditions.

Worldham will decide whether a court is safe and reasonably suitable for play. If Worldham closes a court or cancels a session, affected customers will be offered:

- A full refund;
- An equivalent booking credit; or
- A suitable alternative booking.

If the court remains open but a customer chooses not to play, the normal cancellation policy will apply.

Where forecasted or actual adverse weather makes play particularly difficult, Worldham may allow cancellation within the usual 24-hour period. These requests must be made before the booking starts and will be considered individually, taking account of the conditions and the court booked.

7. Sessions, courses, competitions and coaching

Customers must book sessions suitable for their experience and ability level.

Worldham may:

- Refuse or move a booking where a session is clearly unsuitable for the participant's level.
- Make reasonable changes to a session format.
- Substitute a coach or session leader.
- Reschedule a session where necessary.

If Worldham cancels a session and cannot provide a suitable alternative, the affected amount will be refunded or credited.

Once a multi-week course has begun, missed individual sessions are not normally refundable or transferable unless the course description says otherwise.

8. Memberships

Memberships are personal to the named member and cannot be shared, transferred or used to obtain discounts for another person.

Membership benefits are subject to:

- The membership description shown at the time of purchase.
- Any separate Worldham Padel Membership Terms and Conditions.

- Booking availability.
- Any fair-use policy applying to that membership.

Membership does not guarantee access to a particular court or booking time.

Where a membership includes court fees, the member must take part in the booking. Speculative bookings, repeated late cancellations, non-attendance or booking primarily for the benefit of non-members may be treated as misuse.

The price, billing frequency, minimum term, renewal arrangements and cancellation process for each membership will be displayed before purchase.

Customers purchasing a membership online may have a statutory 14-day cancellation right. If the customer asks for the membership to begin immediately and uses membership benefits during that period, Worldham may deduct a reasonable amount for the services and benefits already provided.

Memberships are bought on an annual basis and cannot be part refunded due to a change in circumstance.

9. Court conduct and etiquette

Worldham aims to provide a friendly, safe and welcoming environment. Players and visitors must:

- Wear a top and suitable sporting clothing at all times.
- Wear appropriate sports footwear.
- Treat other players, visitors, staff and coaches with respect.
- Avoid abusive, discriminatory, threatening or persistently foul language.
- Avoid excessive or disruptive shouting.
- Never throw rackets or deliberately strike the court, glass, equipment or fixtures.
- Never climb or hang from the court grilles.
- Not smoke or vape on court.
- Not take chewing gum onto the court.
- Place rubbish in the bins provided.
- Leave the court and surrounding area clean and tidy.
- Respect Worldham's equipment and other people's belongings.

Worldham may ask anyone behaving unsafely or unreasonably to leave. Serious or repeated breaches may result in bookings being cancelled or account or membership access being suspended. A refund will not normally be given where removal results from the customer's own conduct.

10. Health and safety

Padel and other physical activities involve an inherent risk of injury.

Each participant is responsible for:

- Deciding whether they are fit and able to take part.
- Playing within their experience and physical capability.

- Completing an appropriate warm-up and cool-down.
- Using appropriate clothing, footwear and equipment.
- Following relevant professional or medical advice.
- Stopping immediately if they feel unwell, experience pain or believe it is unsafe to continue.
- Reporting damaged courts, glass, equipment or other hazards to Worldham staff.

Participants must not take part if they have been advised that the activity is unsuitable for them.

Parents and guardians are responsible for children in their care except while a child is participating in a formally supervised session.

11. Equipment, damage and belongings

Any hired or borrowed equipment must be used responsibly and returned in the condition in which it was supplied, allowing for normal wear and tear.

Customers may be charged the reasonable cost of repairing or replacing property damaged through deliberate, reckless or negligent behaviour.

Personal belongings are brought to Worldham at the owner's risk. Please do not leave valuables unattended.

12. Matchpoint accounts and technical problems

Customers are responsible for keeping their Matchpoint account details and password secure.

Matchpoint is a third-party booking platform. Although Worldham will try to assist with booking or payment problems, we cannot guarantee that the platform will always be uninterrupted or error-free.

If payment appears to have been taken but no booking confirmation has been received, please contact Worldham before making a duplicate payment.

Personal information will be handled in accordance with Worldham's Privacy Policy and, where applicable, Matchpoint's own privacy information.

13. Our responsibility to customers

Nothing in these terms excludes or limits responsibility where doing so would be unlawful, including responsibility for:

- Death or personal injury caused by negligence.
- Fraud or fraudulent misrepresentation.
- Breach of rights that cannot legally be excluded under consumer law.

Worldham is responsible for reasonably foreseeable loss caused by our failure to provide the purchased service with reasonable care and skill.

We are not responsible for:

- Injury resulting from the ordinary risks of the activity where Worldham has not been negligent.
- Loss caused by a participant failing to follow these terms or reasonable safety instructions.
- Unforeseeable or indirect loss.
- Business loss arising from a booking made for personal use.
- Travel, accommodation or other incidental costs associated with a cancelled booking.

These terms do not affect your statutory consumer rights.

14. Circumstances outside our control

Worldham may need to cancel, delay or change a service because of circumstances beyond our reasonable control, including severe weather, power failure, emergency repairs, damage to the courts, public safety concerns or government restrictions.

We will contact affected customers as soon as reasonably possible and offer an alternative, credit or refund as appropriate.

15. Changes to these terms

Worldham may update these terms from time to time. The terms applying to a purchase will normally be those displayed when that purchase was completed.

Any significant changes affecting an existing membership will be communicated in accordance with the applicable membership terms and consumer law.

16. Contact and complaints

Questions, cancellation requests or complaints should be sent to:

padel@worldhamgolf.co.uk
01420 544606

Please include your name, booking reference and the date of the relevant booking.

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