

Padel Peterborough Club Policies

Terms and conditions for bookings, participation and use of our facilities, together with our detailed privacy and venue policies.

Padel Peterborough is operated by Padel Enterprises Ltd, registered in England and Wales, Company No. 15402223.

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Contact

info@padelpeterborough.co.uk

The Old Town Hall, Market Place, Oundle, Peterborough, PE8 4BA

Current online club policies

Terms and Conditions

Bookings

All bookings at Padel Peterborough must be made through our booking system and paid for at the time of booking. Players are responsible for ensuring their booking details, date, time and participants are correct.

Cancellations

Non-members may cancel up to 24 hours before their booking. Members may cancel up to 6 hours before their booking.

If cancelled within the correct cancellation window, the booking credit will be returned to the player's account balance.

If a player cancels outside of the permitted cancellation window, the booking credit will be lost and no credit will be issued.

Open Matches

If an Open Match is not filled, it may be cancelled automatically and the player's credit will be returned to their account balance.

If players still wish to continue with the booking despite the Open Match not being filled, they will need to pay the remaining court fee.

Payments and Credit

All approved credits are returned to the player's account balance and can be used for future bookings. Account credit is not redeemable for cash unless legally required.

Attendance

Players must arrive on time for their booking. Late arrival does not extend the booking time and no partial credit will be given for missed court time.

Use of Facilities

Players must respect the courts, equipment, staff and other visitors at all times. Any damage caused through misuse or negligence may be charged to the responsible player.

Right to Refuse Access

Padel Peterborough reserves the right to refuse entry, cancel bookings, suspend accounts or remove players from the venue where rules, policies or codes of conduct are breached.

Acceptance

By making a booking or using our facilities, you confirm that you accept these Terms & Conditions.

Privacy Policy

Padel Peterborough respects your privacy and is committed to protecting your personal information. This privacy policy explains how Padel Enterprises Ltd collects, uses, shares and protects information in connection with our website, booking services, facilities, activities and communications.

Please read this privacy policy carefully. It should be read alongside the Terms and Conditions and other club policies in this document.

1 Definitions and interpretation

Data means collectively all information you submit to Padel Enterprises Ltd through the Website, and personal information we otherwise collect or receive about you in connection with our services. Where applicable, this includes personal data as defined in the Data Protection Laws.

Cookies means small text files placed on your device when you visit parts of the Website or use its features. References to cookies also include similar storage and access technologies where relevant. Further details appear in the Cookies section below.

Data Protection Laws means applicable laws relating to the processing of personal data, including the UK GDPR and the Data Protection Act 2018, as amended, including by the Data (Use and Access) Act 2025, and associated regulations. The EU GDPR applies where its territorial scope is met.

UK GDPR means Regulation (EU) 2016/679 as it forms part of UK domestic law, as amended from time to time.

EU GDPR means the General Data Protection Regulation (EU) 2016/679 as it applies in the European Union. The UK GDPR and EU GDPR are distinct legal regimes; references to the EU GDPR do not mean that it automatically applies to every UK processing activity.

Padel Enterprises Ltd, we or us means Padel Enterprises Ltd, a company incorporated in England and Wales with company number 15402223, operating as Padel Peterborough, whose registered office is The Old Town Hall, Market Place, Oundle, Peterborough, United Kingdom, PE8 4BA.

UK and EU Cookie Law means, for our UK activities, the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR), as amended, including by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011 and subsequent legislation. Where applicable, it also includes national laws implementing EU Directive 2002/58/EC in relevant EU countries. PECR is UK legislation, not a single law governing all EU countries.

User or you means a person who accesses the Website, books or uses our services, visits our venue or communicates with us. This policy does not replace any separate employee or contractor privacy notice relating to work undertaken for us.

Website means www.padelpeterborough.co.uk and its subdomains, unless expressly covered by their own privacy notices.

Unless the context requires otherwise, the singular includes the plural and vice versa; a person includes individuals, firms, companies and other organisations; and including means including without limitation. References to legislation include amendments and replacements. References to sections refer to this privacy policy unless stated otherwise. Headings are for convenience and do not alter the meaning of the provisions.

2 Scope and data controller

This policy covers our handling of personal information through the Website, Matchpoint bookings, our owned social media accounts, venue activities and communications, including WhatsApp. It does not govern the independent processing undertaken by third-party websites or platforms. Please read their own privacy notices when using their services.

Padel Enterprises Ltd is the data controller for processing for which we determine the purposes and means. Booking, payment and communications providers may also have their own responsibilities as processors or independent controllers, depending on the service involved.

3 Information we collect

We may collect the following information where relevant to our relationship with you:

- Name and date of birth.
- Gender, job title, occupation or profession where provided.
- Contact details, including email address, telephone number and postcode.
- Preferences, interests and communication choices.
- Account, membership, booking, coaching, event and transaction records.
- Enquiries, correspondence, complaints and information you provide when contacting us.
- IP address, browser type and version, operating system and device information.
- Referring and exit pages, pages visited, dates, times, frequency of visits and interactions with the Website.
- Photographs and video where captured under our media policy, and CCTV images where CCTV operates.

We use information only where relevant and lawful. You should not send unnecessary sensitive information about yourself or others.

4 How information is provided by you

We collect information when you create a Matchpoint account; book courts, coaching or activities; purchase or manage membership; use our facilities or services; enter competitions or promotions; subscribe to marketing; contact us by website, telephone, post, email or social media; or join and participate in our WhatsApp Community or groups.

Some information is necessary to administer bookings and provide the services you request. If you do not provide that information, we may be unable to provide the relevant service. Optional preferences and marketing choices are separate from information needed to fulfil a booking.

5 Information from other sources

We may receive information from providers including Matchpoint, Google, Facebook, Instagram and WhatsApp where you interact with us using those services. The information received depends on the service, your interactions and your privacy settings.

Where relevant, we may receive publicly available information from online sources. Information held in private accounts or booking systems is not treated as publicly available merely because it is held by a third-party provider. We use information from other sources only where we have a lawful basis to do so.

6 Information collected automatically

When you access the Website, technical and usage information may be collected automatically, including your IP address, browser and device information, visit times and frequency, referring pages and how you navigate or interact with the Website. This helps us maintain security and understand and improve website performance and navigation.

Cookies and similar technologies may collect or store information on your device, subject to the applicable rules and your choices. See the Cookies section below.

7 How we use information

We use personal information to process bookings and memberships; provide coaching, events and activities; manage accounts and payments; maintain internal records; respond to enquiries and complaints; improve services and website functionality; communicate important service information; and comply with legal obligations.

We may also use relevant information to manage safety, investigate incidents, protect our facilities and address breaches of club rules. Marketing and promotional images are addressed separately below.

8 Lawful bases for processing

We process information where necessary to perform a contract with you, or take steps at your request before entering into a contract, such as setting up an account or arranging a booking.

We may rely on legitimate interests for proportionate administration, responding to enquiries, improving services, security and protecting our business, provided those interests are not overridden by your rights and interests. You may object to processing based on legitimate interests.

We rely on legal obligations where we must keep or disclose information under applicable law. Where we rely on consent, including opted-in marketing, you may withdraw that consent at any time. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.

If special category information, such as health information, is needed for a particular purpose, an appropriate additional legal condition is required. We will explain the relevant use where necessary rather than treating acceptance of club rules as blanket consent.

9 Marketing communications

In line with our published club policy, we send marketing communications where you have opted in. These may include information about events, offers and services. You can unsubscribe using the link in marketing emails or contact info@padelpeterborough.co.uk at any time.

We do not treat making a booking, joining a WhatsApp group or accepting club terms as automatic agreement to receive marketing. Any marketing involving selected brand partners must fall within the permission you have given; this policy is not permission for partners to contact you independently.

The previous policy referred to a soft opt-in. That exception is not blanket consent and does not replace the opt-in approach stated here. Essential booking confirmations, cancellations and other service messages are separate from marketing.

10 Online advertising

Where online advertising technologies are used, they may help show Padel Peterborough content or advertisements on other websites. Any use of advertising cookies or similar technologies must comply with applicable consent requirements. You may refuse or withdraw consent through the available cookie controls and manage cookies through your browser.

Refusing advertising cookies does not prevent ordinary advertising from appearing; it limits the use of relevant tracking technologies for personalised advertising.

11 Who we share information with

We share information only where necessary and lawful, including with authorised employees and agents, professional advisers, trusted service providers and booking software providers such as Matchpoint. These recipients may support administration, bookings, IT, communications and the delivery of services on our behalf.

Where a group company or affiliate needs information to support a relevant service, any sharing must have a lawful purpose and appropriate safeguards. We may disclose information to legal or regulatory authorities where required, or where otherwise lawfully necessary to protect rights or address an incident.

Access is limited to information relevant to the recipient's role. Providers processing information on our behalf must be subject to appropriate contractual requirements. Third parties acting independently are responsible for their own processing and privacy notices.

12 WhatsApp Community and groups

We operate WhatsApp Communities and groups so players can communicate socially and receive relevant club information. Participation associates your WhatsApp account information with the community, group or list you join.

Depending on the feature and your settings, your telephone number, profile picture, status and messages may be visible to other participants. Communities, groups and broadcast lists do not all have identical visibility settings. Please consider what you share and review WhatsApp's privacy settings and notice.

You may leave a group at any time or ask us to remove you. We may remove participants who do not follow acceptable standards of behaviour and club rules. Joining a group does not waive your data protection rights or provide blanket marketing consent.

Please be alert to scams and phishing. Avoid opening suspicious links or sharing sensitive information. Contact the club if a message appears suspicious. Please contact info@padelpeterborough.co.uk before circulating invitations more widely or arranging to add another player. Nothing here excludes liability that cannot lawfully be excluded.

13 Keeping information secure

We use appropriate technical and organisational measures to protect personal information, including secure servers, password-protected systems and access controls. Access to your account is controlled through your login credentials, which you should keep confidential.

We take appropriate steps to address suspected misuse, loss or unauthorised access. Please report suspected incidents promptly to info@padelpeterborough.co.uk. No system can guarantee absolute security.

General advice about protecting your devices and information is available from www.getsafeonline.org.

14 Retention

We retain personal information for as long as necessary for the purposes for which it was collected, including providing services, managing accounts, addressing complaints and meeting legal, tax, accounting or regulatory requirements.

When deciding how long to retain information, we consider its nature and sensitivity, our relationship with you, the purpose of processing, applicable record-keeping requirements and the need to establish, exercise or defend legal claims. We do not retain every category of information indefinitely.

A request for deletion will be considered under the applicable law. Some information may need to be retained despite a request, for example to meet a legal obligation. Residual copies may remain in protected backup or archival systems until overwritten or deleted under the applicable retention process, with access restricted appropriately.

You may contact us for information about the retention period applicable to a particular record.

15 Your rights

Subject to the conditions and exemptions in applicable law, you have rights to:

- Request access to your personal information and information about how it is used.
- Have inaccurate or incomplete information corrected.
- Request erasure where the relevant legal conditions apply.
- Request restriction of processing in specified circumstances.
- Receive certain information in a portable format and request transfer to another provider where the right to portability applies.
- Object to processing based on legitimate interests and object to direct marketing.
- Withdraw consent where consent is the basis of processing.

These rights are not all absolute and do not apply in the same way to every processing activity. We will explain any lawful reason for being unable to fulfil a request. Nothing in the club policies limits rights provided by data protection law.

16 Exercising rights and keeping information current

To exercise your rights, ask a question or withdraw consent, contact info@padelpeterborough.co.uk or write to our registered office. We may need proportionate information to verify your identity and clarify the request before disclosing personal information.

We respond within the applicable statutory timescales. Requests are generally free of charge; a fee or refusal will only be applied where the law permits it, with an explanation. Please keep us informed of changes to information held about you so that our records remain accurate.

17 Complaints

If you are concerned about our use of personal information, please contact info@padelpeterborough.co.uk with details of your complaint. We will acknowledge a data protection complaint within 30 days and respond without undue delay after taking appropriate steps to investigate it, keeping you informed as appropriate.

You also have the right to complain to the Information Commissioner's Office. Information about complaints and current contact details is available at <https://ico.org.uk/make-a-complaint/>. This does not affect any other remedies available to you.

18 Links and external platforms

Our Website may link to other websites and services. We do not control their content or independent data-processing practices. This privacy policy does not replace their own notices. Please review their privacy and cookie information before providing personal information or using those services.

19 Photography and social media

Photography and filming may take place on the courts, in spectator areas and elsewhere at the venue for promotional, marketing and social media purposes. Uses may include our website, social media, email newsletters, printed material and advertising.

If you do not wish to appear, tell a member of staff before your session begins or email info@padelpeterborough.co.uk. We will make reasonable efforts to ensure you are not featured in published media after opting out. Images will be used responsibly and respectfully and will not knowingly be used to cause embarrassment or distress.

The Photos and Media Consent policy sets out the club's arrangements, including parental or guardian consent where appropriate before promotional use of children's images. Entering the venue acknowledges that filming may occur; it does not itself provide consent for every possible use of your personal information. Where consent is legally required for a particular use, it must be obtained separately.

20 CCTV

CCTV may operate throughout the venue for safety and security, as stated in our Code of Conduct. Relevant footage may also be reviewed when assessing incidents or equipment damage. Any access, use, retention or disclosure of identifiable footage must be necessary, proportionate and consistent with applicable data protection requirements.

Please contact us if you have a question or request concerning footage of you, giving the relevant date, approximate time and location to help identify it.

21 Changes of business ownership and control

If all or part of our business is sold, reorganised or transferred, relevant information may be disclosed to professional advisers or prospective purchasers where necessary and lawful, and transferred to a new owner where appropriate.

We will take steps to protect confidentiality and your rights. Any new controller must have a lawful basis for its use of information and provide the information required by law. A business transfer does not provide unlimited permission to use your information for unrelated purposes.

22 Cookies and similar technologies

The Website may use cookies to support its operation, improve your experience and understand website use. Some cookies are placed by the website itself and others may be associated with third-party services. Session cookies normally expire when a browsing session ends; persistent cookies remain until their expiry or deletion.

The following are categories of cookies that may be used. This explanation is not a verified inventory of the cookies currently deployed:

- Strictly necessary cookies support functions needed to provide a service you request, such as secure login or maintaining a booking session.

- Analytical or performance cookies help understand visitor numbers, navigation and website performance.
- Functionality cookies remember choices such as language or other preferences.
- Targeting or advertising cookies may record visits and interactions to support relevant advertising or measure campaigns.

Where consent is required, the relevant cookies must not be set or accessed until you have given a valid choice. Consent is not assumed from browsing, accepting club rules or a browser's default settings. Where a legal exception applies, its conditions must be met, including any required information and means of objection.

You can manage or withdraw cookie choices through the website controls where available. You can also block, manage or delete cookies using your browser settings. Blocking necessary cookies may affect login, booking or other requested functionality; deleting cookies can remove saved settings.

Keep your browser up to date and consult its developer's guidance if you need help. General information is available at www.aboutcookies.org. For details of the actual cookies, providers, purposes and durations relevant to the Website, consult the site's current cookie information or contact us. The general categories above do not establish that every category is used.

23 International processing

Third-party platforms may process information in other countries. Where we make a restricted transfer of personal information outside the UK, we must comply with applicable transfer requirements, using an appropriate adequacy arrangement, safeguard or permitted exception. Please contact us for information about any relevant destination and safeguards. This clause does not assert that a particular transfer mechanism has been verified for each provider.

24 General provisions

This policy explains our handling of personal information and does not require you to transfer or waive statutory rights. Any lawful transfer of our business or responsibilities remains subject to data protection requirements.

If a provision is found invalid or unenforceable, this does not affect other provisions to the extent they can operate lawfully. A delay in exercising a right does not itself waive that right. Nothing in this policy excludes liability or rights that cannot legally be excluded.

This policy is governed by the law of England and Wales, subject to any mandatory rights and protections that apply to you. It does not restrict your right to complain to the relevant regulator or bring proceedings in a court where applicable law entitles you to do so.

25 Changes and contact details

We may update this privacy policy to reflect changes in our services, processing or legal requirements. The current version will be made available through our Website. Where required, we will draw significant changes to your attention or obtain fresh consent. Continued use of our services is not treated as consent to processing that legally requires a separate consent.

For privacy enquiries, rights requests, complaints or marketing withdrawal, email info@padelpeterborough.co.uk or write to Padel Enterprises Ltd, The Old Town Hall, Market Place, Oundle, Peterborough, United Kingdom, PE8 4BA.

Code of Conduct

1. Respect and Behaviour

All players must treat fellow players, coaches and staff with respect at all times. Bullying, harassment, discrimination, abusive language or unsportsmanlike behaviour will not be tolerated.

2. Matches and Participation

- Players cannot request the removal of other players from sessions.
- Management may adjust matches or court allocations to optimise play.
- Partner allocations for club events and tournaments are final.

3. Player Ratings

Player ratings are determined solely by Padel Peterborough coaches and management. Ratings are not negotiable.

4. Bookings and Payments

- All bookings must be paid for at the time of booking.
- Players are responsible for ensuring sufficient account balance.
- After the cancellation deadline, players are responsible for finding a replacement unless agreed otherwise.
- Approved refunds will normally be issued as account credit.

5. Facilities

- Please dispose of rubbish responsibly.
- Leave courts tidy and ready for the next players.
- Damage caused through misuse or negligence may be charged to the responsible player.
- Personal belongings are left on site at the owner's risk.

6. Lost Property

Lost property will be stored securely for up to 14 days. Items not collected within this period, where the owner has not contacted the venue to arrange collection, may be donated, recycled or disposed of.

7. Health and Safety

By participating, you confirm that you are fit to play and accept responsibility for your own health and safety.

8. CCTV

CCTV may be in operation throughout the venue for safety and security.

9. Disciplinary Action

Management reserves the right to refuse entry, remove players, suspend accounts or permanently terminate access where rules are breached.

10. Appeals

Appeals must be submitted in writing within 7 days of a disciplinary decision. Outcomes are final.

11. Acceptance

By making a booking or participating at Padel Peterborough, you agree to abide by this Code of Conduct.

Effective from March 2026.

Weather Policy

Adverse Weather

Adverse weather may include:

- Lightning within a 10-mile radius.
- Standing water on courts.
- Snow or ice on courts or access routes.
- Temperatures below 3°C.
- Heavy rainfall affecting safety or playability.

All weather-related decisions are made by Padel Peterborough management.

Weather-Related Cancellations

Weather cancellations are assessed using live conditions, forecasts and court inspections. Players may request a cancellation, but approval is at management discretion.

Club-Initiated Cancellations

If we decide conditions are unsafe or unsuitable for play, we will aim to notify players at least one hour before the booking where possible.

Notifications may be sent via the Matchpoint App, SMS, phone or email. Where applicable, account credit will be issued automatically.

Interrupted Play

If play has started and must be stopped due to adverse weather, any credit issued will be based on the amount of court time remaining.

Player Responsibility

Players who choose to play in marginal weather conditions do so at their own discretion and risk.

Weather Credits

- Issued as account credit only.
- Valid for 30 days.
- Non-transferable.
- Not redeemable for cash.

Safety First

Padel Peterborough reserves the right to stop play immediately in dangerous conditions without prior notice.

Policy Updates

This policy may be updated at any time. Continued use of our facilities confirms acceptance of the latest version.

Photos and Media Consent

Photography and Videography

Padel Peterborough may capture photographs and videos throughout the venue for promotional, marketing and social media purposes. This may include courts, spectator areas and surrounding facilities.

How Images May Be Used

- Website content
- Social media channels
- Email newsletters
- Printed marketing material
- Advertising campaigns

Your Choice

If you do not wish to appear in photographs or videos, please notify a member of staff before your session begins or email info@padelpeterborough.co.uk.

Children

Where appropriate, parental or guardian consent will be obtained before images of children are used for promotional purposes.

Respect for Privacy

We will always aim to use photographs and videos responsibly and respectfully. Images will not knowingly be used in a way that could cause embarrassment or distress.

Consent

By entering Padel Peterborough, you acknowledge that photography or filming may take place. If you have opted out, we will make reasonable efforts to ensure you are not featured in published media.

Safeguarding Children Policy

Our Commitment

Padel Peterborough is committed to providing a safe, welcoming and inclusive environment for all children and young people who participate in activities at our venue.

Safeguarding is everyone's responsibility and the welfare of the child is paramount. All safeguarding concerns will be taken seriously and responded to appropriately.

Safeguarding Standards

Padel Peterborough follows the principles and procedures contained within the LTA Safeguarding Children Policy and Procedure.

The policy provides guidance relating to:

- Protecting children from harm and abuse.
- Safeguarding responsibilities.
- Safe recruitment and safeguarding training.
- Standards of behaviour and positions of trust.
- Recognising different types of abuse and harm.
- Low-level safeguarding concerns.
- Responding to safeguarding concerns.
- Responding appropriately when a child discloses abuse.
- Confidentiality and information sharing.
- Reporting safeguarding concerns.
- Whistleblowing.

Reporting a Concern

Anyone who has a safeguarding concern relating to a child should raise the concern as soon as possible. Safeguarding concerns should not be investigated independently by players, parents, coaches or other participants.

Where there is an immediate risk to a child or an emergency, call 999.

Full Safeguarding Policy

Our safeguarding procedures are guided by the LTA Safeguarding Children Policy and Procedure.

[View the full LTA Safeguarding Children Policy and Procedure](#)

Rental Equipment Policy

Equipment Hire

All padel rackets and other rental equipment provided by Padel Peterborough remain the property of Padel Peterborough at all times and must be treated with reasonable care.

When collecting rental equipment, the name of each individual using a racket will be recorded by a member of staff. Where multiple rackets are hired as part of one booking, each racket may be allocated to and recorded against the individual person using it.

The named individual will be responsible for the racket issued to them for the duration of the hire period and until it has been returned to a member of staff.

Equipment Inspection

Each rental racket will be inspected by a member of staff before it is issued to the customer. This is to identify any existing damage, defects or excessive wear before the racket is used.

Customers should inform a member of staff immediately if they notice any damage or defect when receiving their racket and before beginning play.

All rental rackets will be inspected again by a member of staff when they are returned at the end of the hire period.

Using Rental Rackets

Rental rackets must only be used for their intended purpose during normal padel play. Players are expected to take reasonable care of all hired equipment and avoid any behaviour that could unnecessarily damage the racket.

Misuse includes, but is not limited to:

- Hitting, throwing or slamming the racket against the ground.
- Hitting the racket against the glass, fencing, posts, benches or other surfaces.
- Scraping or dragging the racket along the court surface.
- Throwing a racket in frustration or during play.
- Standing, sitting or placing excessive weight on a racket.
- Using the racket for anything other than playing padel.
- Deliberately striking objects other than a padel ball during normal play.
- Any reckless, negligent or deliberate behaviour that could reasonably cause damage to the racket.

Normal Wear and Tear

We understand that reasonable wear and tear can occur through the normal and appropriate use of rental equipment.

Customers will not be charged for reasonable wear and tear arising from normal padel play, including minor cosmetic marks that do not affect the safety, structure or performance of the racket.

Damage and Replacement Charges

If a rental racket is returned damaged or broken and Padel Peterborough reasonably determines that the damage was caused by misuse, negligence, improper handling, reckless behaviour or deliberate damage, the individual responsible for the racket will be required to pay the full replacement price of the racket.

The replacement charge will reflect the price of replacing the damaged racket with the same model or, where that model is no longer available, a reasonably equivalent replacement.

When determining whether a charge applies, Padel Peterborough may consider the condition of the racket when it was issued, its condition upon return, the nature of the damage and the circumstances in which the damage occurred.

Where appropriate, this may also include speaking with staff or players and reviewing CCTV footage where available.

Reporting Damage During Play

If a racket becomes damaged during normal play, the player must stop using it and notify a member of staff as soon as possible.

Players should not continue using equipment that appears cracked, broken, damaged or unsafe.

Damage resulting solely from reasonable use, normal wear and tear or a pre-existing defect will not normally result in a replacement charge, provided the damage is reported promptly.

Lost or Unreturned Equipment

All rental rackets and equipment must be returned directly to a member of staff at the end of the booking or hire period.

Rental equipment must not be removed from the premises, left on the court or left elsewhere around the venue without the agreement of a member of staff.

If rental equipment is lost, removed from the premises or not returned, the individual responsible may be charged the full replacement price of the equipment.

Equipment Hired for Children

Where rental equipment is issued for use by a person under the age of 18, the parent, guardian or responsible adult associated with the booking will be responsible for ensuring that the equipment is treated appropriately and may be responsible for any applicable replacement charges.

Refusal or Withdrawal of Equipment Hire

Padel Peterborough reserves the right to refuse or withdraw rental equipment where we reasonably believe that equipment is being misused, deliberately damaged or handled in an unsafe manner.

Repeated misuse or damage to rental equipment may result in restrictions being placed on future equipment hire and/or the customer's Padel Peterborough account.

Acceptance

By hiring or accepting rental equipment from Padel Peterborough, the customer agrees to this Rental Equipment Policy and accepts responsibility for the equipment issued to them until it has been returned and inspected by a member of staff.

Court Rules

Before You Play

- Please arrive at least 10 minutes before your booking.
- Only players included on the booking may use the court.
- Appropriate sports clothing and non-marking footwear must be worn.

During Play

- Treat fellow players, coaches and staff with respect at all times.
- Do not climb, hang or lean on the glass or fencing.
- Avoid deliberately hitting balls outside the court.
- Only use equipment designed for padel.
- Smoking and vaping are strictly prohibited on the courts and within the immediate surrounding court areas.
- Eating and drinking on the courts is not permitted.
- Any food or drinks must be consumed in the designated areas away from the playing surface.
- Please keep noise to a respectful level.

Cleanliness and Rubbish

- All rubbish must be placed in the bins provided.
- Nothing should be dropped, discarded or left on the courts or in the surrounding areas.
- This includes bottles, cans, cups, food packaging, wrappers, chewing gum and any other waste.
- Players must leave the court and surrounding area clean and tidy for the next users.

Safety

- Play at your own risk.
- Do not enter courts during another match.
- Report any damaged equipment or hazards immediately.
- Always follow instructions given by staff.
- Do not leave personal belongings, rubbish or equipment in areas where they may create a trip or safety hazard.

After Your Session

- Leave the court promptly when your booking finishes.
- Dispose of all rubbish in the bins provided.
- Do not leave any bottles, food, packaging, equipment or personal items on or around the court.
- Return all hired equipment directly to a member of staff at the end of your session.
- Leave the court and surrounding area clean, tidy and ready for the next players.

Failure to Follow the Rules

Failure to comply with these Court Rules, including smoking, eating or drinking on the courts, littering, damaging facilities or leaving rubbish behind, may result in players being asked to leave the venue, bookings being cancelled, suspension of their account and/or refusal of future entry to Padel Peterborough.

Lost Property Policy

Lost Property

Any items found at Padel Peterborough will be kept securely for a period of 14 days from the date they are found.

Claiming Lost Property

If you believe you have left an item at the venue, please contact Padel Peterborough as soon as possible.

You may be asked to provide a description of the item and details of when and where it was left before it is returned.

Collection Period

Lost property will be retained for up to 14 days.

If the owner contacts Padel Peterborough within this period and arrangements are made for collection, the item may be held for an agreed additional period.

Unclaimed Items

If an item has not been claimed within 14 days and the owner has not contacted the venue regarding the item, Padel Peterborough reserves the right to donate, recycle or discard the item without further notice.

Personal Belongings

Players and visitors are responsible for their own personal belongings while at the venue. Personal items should not be left unattended.

Padel Peterborough cannot accept responsibility for personal belongings that are lost, stolen, damaged or left behind at the venue, except where liability cannot legally be excluded.

Acceptance

By using the facilities at Padel Peterborough, you acknowledge and accept this Lost Property Policy.