

THE PADEL FACTORY

Booking Terms & Conditions

Booking Terms

- All bookings at The Padel Factory are subject to full payment at the time of booking.
- Racket rental and padel ball purchases are available on-site and must be paid for at The Padel Factory reception.
- Court bookings are subject to full payment at the time of booking. Equipment rental and retail purchases are charged separately.
- Booking confirmations will be sent to the email address provided during the booking process.
- The minimum age to play at The Padel Factory is 8 years of age.
- All players under the age of 18 must be supervised by a responsible adult at all times.
- There must be at least one player aged 18 years or older on court during every booking.
- Players participate in activities at The Padel Factory entirely at their own risk.
- Suitable sportswear and non-marking sports footwear must be worn while playing.
- Jewellery should not be worn while participating in activities on court.
- The Padel Factory accepts no responsibility for loss, theft or damage to personal belongings brought onto the premises.
- Any damage caused to courts, equipment, facilities or property through misuse, negligence or inappropriate behaviour may be charged to the booking holder.

Court Etiquette & Safety

- Players must follow all reasonable instructions provided by The Padel Factory staff.
- Players must treat fellow customers, staff and facilities with respect at all times.
- Food, chewing gum and glass containers are not permitted on the courts.
- The Padel Factory reserves the right to refuse entry or remove any person whose behaviour is deemed unsafe, abusive, disruptive or inappropriate.

Cancellations & Modifications

- Court bookings may be cancelled up to 24 hours before the scheduled start time.
- Bookings should be cancelled through the booking app or online booking platform wherever possible.
- Bookings cancelled more than 24 hours before the scheduled start time will receive a booking credit to their account for future use.
- Refunds will not normally be issued.

- Court bookings may be rescheduled where at least 24 hours' notice is provided before the booking start time, subject to availability. Please email padelfactorytuam@gmail.com
- Bookings cancelled within 24 hours of the scheduled start time are non-refundable and non-transferable.
- Failure to attend a booking without notice will result in the full booking fee being forfeited.

Liability

- Players enter The Padel Factory premises and participate in all activities at their own risk.
- The Padel Factory shall not be liable for any injury, loss or damage suffered by any customer except where liability cannot be excluded by law.
- Customers are responsible for ensuring that they are physically capable of participating in padel and related activities.

General

- The Padel Factory reserves the right to amend, relocate or cancel bookings where necessary due to maintenance, safety concerns, tournaments, events or circumstances beyond its reasonable control.
- In the event that The Padel Factory is required to cancel a booking, customers will be offered a booking credit or refund at the discretion of management.
- The Padel Factory reserves the right to amend these Terms & Conditions at any time.