

REGULATIONS OF USE APPLICABLE TO OUTDOOR /INDOOR PADEL DIR CLUBS (DiR Castillejos, DiR Hispà, DiR Diagonal, DiR Campus and DiR Sant Cugat)

1. GENERAL CONSIDERATIONS

The start time and duration of the sessions, as well as the number of players (2 or 4), can be consulted on the Pádel DIR app or on the website <https://padel.dir.cat>.

Each padel session will have a price per player:

- For customers with modality "with unlimited access to paddle" the price will be 0,00 €.
- For customers with "no paddle access" mode, the price will be determined according to the type of fee, the club of origin, the club where the court is booked and the time of the session.
- For customers with "with limited paddle access" mode, once these accesses have been consumed (equivalence in minutes), the price will be the same as for customers with "without paddle access" mode.
- Guests will not be able to use the paddle facilities, it is an exclusive service for members.
- Customers who reserve a court at a Club to which they do not have access with their membership fee, must pay the entrance fee to the club in addition to making the payment for the court via Web/App. The price of the entrance fee can be consulted on the web page www.dir.cat, section Gestions Online or by calling the reception of the corresponding club.
- Customers with LOW COST modalities who have registered or have requested the change to this modality from January 1, 2012, to book the courts on weekdays from 13 to 15 h and from 18 to 21 h and Saturdays and holidays from 11 to 14 h, must pay an amount that will depend on the club of origin, the club of reservation of the court and the modality.
- Customers with modalities that do not entitle them to use the paddle courts may nevertheless access them by paying a fixed monthly fee that will depend on the club of origin, the club where the court is reserved, the modality and the schedule.

To these prices must be added, if applicable, other amounts for the concepts listed in these Conditions.

Users with modalities that do not entitle them to use the paddle tennis courts must identify themselves and register at the reservation in order to obtain permission to enter the courts. Otherwise, the access control will restrict their access when it detects that they are a user without the right to use the courts.

For the resolution of any incident, users can send an email to the address infopadel@dir.cat.

2. RESERVATIONS

It is mandatory to reserve a court / session to be able to play. You can book a court in advance up to 5 days free of charge and up to 14 days paying an amount of 5 € for the reservation (non-refundable unless it rains).

Two types of status will be distinguished:

- Created game: The court has been reserved by the customer, but is pending confirmation by the rest of the players.
- Confirmed game: The court is reserved and confirmed by all players.

If there is a reservation with less than 2 or 4 players per court, as appropriate, an additional cost must be paid for each player missing to complete the game with the number of players indicated on the court (always 2 or 4 players depending on the capacity of the court). This cost must always be paid by the player who has made the reservation and, in case he/she has left, the next player to sign up and so on.

The price of the reservation can be paid in the following two ways:

- By means of the acquisition of vouchers via web/app.
- By means of balance previously loaded in the user's profile.

Refunds, when applicable, will only be materialized in balance.

The unused balance will never be returned to the player in any form of payment, not even in case of cancellation of our facilities. In addition, the balance will expire in favor of DiR after one year from the time it was loaded on the app/web.

3. MULTIPLE RESERVATIONS

A player can only make three simultaneous reservations at no cost. He/she can only make a next reservation at no cost once the first one is finished.

Users with three games pending to play may book another session by paying an additional amount of 5€, with a limit of ten reservations (non-refundable except in case of rain).

Also, if you have three games pending to play, you can be included in other reservations made by other users, paying an amount of 5€ up to a limit of ten reservations (non-refundable except in case of rain).

The aforementioned additional amounts can only be paid via balance.

4. ADVANCE RESERVATIONS

Reservations made 5 days or less prior to the start of the session will not have any cost for early booking, as long as the maximum limit of 3 simultaneous reservations per player is not exceeded.

Reservations made more than 5 days and up to 14 days in advance will have a cost of 5 € (non-refundable unless it rains). No reservations can be made more than 14 days in advance. The aforementioned additional amount can only be paid by credit card.

Advance reservations with cost are subject to cancellation, but the amount of these will be lost.

5. RESERVATIONS ON RAINY DAYS

Rainy days, whether they occupy part or all of the day, will give the right to recover the amounts paid for ski slope reservations. Without the need to cancel the reservations, users will recover the amounts, via voucher or balance, on the following working day.

6. RESERVATION MANAGEMENT

The internal management of the games and the players who participate in them is the responsibility of the players who organize them. Under no circumstances is DiR responsible for players not showing up for the game in question.

7. LIGHTS

The lighting of the lights on the courts at the times established by DiR is not optional. The cost of turning on the lights will be 1.50 € per player per hour.

The times for turning on the lights will be previously defined by DiR according to the period of the year in order to obtain optimum luminosity for the sessions. The schedules and prices can be consulted at the reception of the center and / or in the booking section of the app / web (Gestiones Online).

Given the technical characteristics of the lighting of the courts, the lights may take up to 10 minutes to turn on. For this reason, and to avoid starting the reserved session without lights, it is recommended to make reservations and payments for the lighting service as far in advance as possible, otherwise the Club will not be responsible for any damage that may be caused to users.

8. ACTIVITIES

Throughout the season DiR will hold different events and teach different classes that will be published on the Padel DiR web/app. These events and classes will be held and taught by centers and levels and will be promoted throughout the year.

Registration for these activities will have an additional cost, depending on the type of activity, club and format. The cost of registration for these events or classes may be paid by balance or by specific voucher for the activity in question. In case of rain or exceptional situations that require the cancellation of the event or class, the amounts paid via balance will be refunded.

9. RESTRICTIONS

9.1. Last minute cancellations.

It is not possible to cancel or cancel a reservation less than 12 hours before the scheduled time of the game.

When in a 4-player game there is a last minute cancellation, the responsibility of finding a replacement will fall on the user who has caused the cancellation. There is a tool called SWITCH, which will allow the user to share a link with other players so that they can take his place.

If no substitute is found and there are 3 players left without being able to play, the person who has caused the cancellation must justify the absence, within a maximum period of 48 hours, via email infopadel@dir.cat, following the following criteria:

- For medical reasons, attaching a medical certificate.
- For other reasons, attaching an explanation that will be subject to DiR's interpretation.

If the reason given is considered valid, the amount of the game will be refunded to the 4 players of the game via balance. Otherwise, if the absence is not justified or the reasons given are not considered valid by DiR, the player must pay the total amount of the game via credit or credit card payment at the reception of the Club where the game took place (4 players + light 4 players) and the amounts will be returned to the other members of the group.

9.2. Non-presentation of the players to the games.

With the purpose of continuing improving the operation of the community of paddle DIR and to regulate the unjustified nonpresentations on the part of players to the organized games the following progressive system of sanctions will be applied.

- First time of the current year: 15 euros of balance will be discounted.
- Second time in the current year: 25 euros will be deducted from the balance.
- Third time in the current year: 40 euros will be deducted from the balance and a 15-day suspension will be applied to the use of the Pádel DiR app/web.

The incident will have to be registered at the reception by the affected players. In case the player does not have the balance to settle the debt, the client's card will be blocked until the sanction becomes effective.