



COMMUNITY
SPORTS
FOUNDATION

N THE
NEST

PADEL TERMS AND CONDITIONS

TERMS AND CONDITIONS

"The Nest" refers to Norwich City Community Sports Foundation, operating the facilities located at Holt Road, Horsford, Norwich, Norfolk, NR10 3AQ.

1. BOOKINGS AND PAYMENTS

- All court, coaching, and event bookings are managed via Padel Mates.
- Payment must be made in full at the time of booking unless otherwise agreed.
- Prices are displayed on our website or booking platform and may be subject to change.
- Bookings are confirmed only when payment is successfully received.
- You are responsible for ensuring your booking details (time, court, players) are correct.
- Players under the age of 18 must have the consent of a parent or legal guardian to make bookings or participate in activities at The Nest. Children under the age of 18 must be supervised by a responsible adult while on site unless participating in a supervised coaching programme.

For full details on how Padel Mates handles your booking and payment data, please see their Privacy Policy:

 <https://padelmates.com/privacy-policy>

2. CANCELLATIONS AND REFUNDS

- Court bookings: Cancellations made more than 24 hours before the booking start time may be refunded or credited at our discretion.
- Late cancellations (less than 24 hours before start time) and no-shows are non-refundable and non-transferable
- Events, lessons, and coaching sessions may have specific cancellation policies which will be communicated at the time of booking.
- The decision as to whether courts are playable due to weather conditions rests solely with The Nest management. If The Nest cancels a booking (e.g., due to weather or maintenance), you will receive a full refund or credit.

3. MEMBERSHIPS

- Memberships are personal and non-transferable
- Memberships cover a 12 month period and are non-refundable.
- Members must provide accurate personal information when registering.
- Membership fees and benefits may be amended from time to time. Any changes will be communicated to members and updated on our website.
- We reserve the right to suspend or terminate a membership if the member breaches these Terms, behaves inappropriately, or causes damage to the club's property or reputation.
- You have the right to cancel your membership within 14 calendar days of purchase and receive a full refund less the £1.50 card transaction fee, this will be processed within 14 days of requesting. However, if you have used any of the discounted benefits of your membership within those 14 days the value of these discounts will be deducted along with the transaction fee from your refund total.

4. CODE OF CONDUCT

To maintain a safe and enjoyable environment for all players:

- Treat staff, coaches, and other members with respect always.
- Appropriate sports clothing and footwear must be worn on court.
- Do not misuse equipment, facilities, or cause disruption to others.
- Keep noise and language appropriate for a family-friendly club.
- Smoking, vaping is strictly restricted to designated areas.
- The use of illegal substances is strictly prohibited.
- Alcohol may only be consumed in designated areas and where sold or supplied by The Nest in accordance with licensing requirements. Bringing alcohol onto the premises without permission is prohibited.
- Failure to follow the Code of Conduct may result in suspension or permanent exclusion without refund.

5. USE OF FACILITIES

- By booking and participating in activities at The Nest, you confirm that you are medically fit to take part in physical exercise and understand the inherent risks associated with sport and physical activity.
- You are responsible for ensuring you are medically fit to participate in physical activity.
- The Nest is not liable for injuries sustained while playing, unless caused by our negligence.
- To the fullest extent permitted by law, The Nest shall not be liable for any indirect or consequential loss, including loss of enjoyment, loss of earnings, or travel costs arising from cancellations or interruptions to bookings.
- The Nest reserves the right to temporarily close facilities for maintenance, weather conditions, or special events.

6. COACHING AND EVENTS

- Coaching sessions must be booked and paid in advance.
- Coaching, instruction, or organised training activities may only be conducted by coaches authorised by The Nest.
- We may take photographs or videos during events for promotional purposes – consent will be requested where identifiable individuals are featured.
- Participants must always follow coach and staff instructions.

7. EQUIPMENT HIRE

- Raquet hire is subject to availability.
- Only members receive free racquet hire during their hire period.
- Non-members needing to hire racquets will be charged £4 per adult racquet and £3 per child racquet.
- Balls are not available to hire under any circumstances, these can be purchased on site.
- Customers are responsible for all hired equipment during the hire period. Any equipment that is lost, damaged, or not returned will incur a £50 replacement charge per item.

8. LIABILITY

- The Nest accepts no responsibility for any personal injury, loss, or damage to property while on the premises, except where caused by our proven negligence.
- We are not liable for interruptions or cancellations due to weather, technical failures, or events beyond our control.
- Nothing in these Terms limits or excludes liability for death or personal injury caused by our negligence or for any matter that cannot be excluded under UK law.

9. FORCE MAJEURE

- The Nest will not be liable for any failure or delay in performing its obligations where such failure results from circumstances beyond its reasonable control, including but not limited to severe weather, flood, fire, power failure, industrial action, governmental restrictions, or other unforeseen events.

10. SAFETY AND SECURITY

- CCTV is in operation across the site for the safety of members and visitors.
- You must follow all posted safety rules and staff instructions.
- Any accident, injury, or damage should be reported immediately to a staff member.
- The Nest reserves the right to remove anyone whose behaviour is unsafe or inappropriate.

11. RIGHT TO REFUSE ENTRY

- The Nest reserves the right to refuse admission to or remove any individual whose behaviour is deemed unsafe, abusive, disruptive, intoxicated, or otherwise inconsistent with these Terms and Conditions.

12. DATA PROTECTION

We respect your privacy and handle your personal information in accordance with the UK GDPR.

Our full Privacy Policy explains how we collect, use, and protect your data — available at:

 <https://www.thenest.org.uk/privacy-policy/>

Where bookings are processed through third-party providers such as Padel Mates, personal data may also be handled in accordance with their applicable privacy notices

and terms:

 <https://padelmates.com/privacy-policy>

13. CHANGES TO TERMS

We may amend these Terms from time to time to reflect changes in law, operations, or The Nest policies. Updated versions will be posted on our website and effective immediately upon publication.

14. GOVERNING LAW

These Terms are governed by and construed in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

15. CONTACT US

If you have any questions or concerns about these Terms and Conditions, please contact:

The Nest

 Holt Road, Horsford, Norwich, Norfolk, NR10 3AQ

 nest.info@norwichcitycsf.org.uk