

Pay & Play - Terms and Conditions

(25/02/26)

1. Pay & Play Options

Padel – padel court 4 is available to non-members for one-hours play, normally doubles, 7 days a week at 9am, 12pm and 8pm. The cost of the session is £28 per hour.

Pickleball – is available to non-members to book for a one-hour session, 7 days a week at 9am and 2pm, and is played on the Kids Zone. The cost of the session is £10 per hour.

Please note the above times and costs are subject to change.

2. How to Book

An individual visitor can use our Manage Our Club online booking system to check availability within a specified window ahead (currently up to two weeks) and then make a booking. Payment is then taken either by card or the booker's MOC virtual wallet. Pay and Play courts will be released a week before for members to book, if they have not been taken up by visitors.

If no suitable courts are available when you go online, please give us a call on 01242 230562 or email reception@eastglos.co.uk and we will see if any alternatives can be found.

The courts are also available for exclusive hire by local schools and other community organisations, companies & clubs; please contact the Club Manager at clubmanager@eastglos.co.uk to arrange.

There is no maximum to the number of times that a visitor can Pay & Play but it is hoped that in due course visitors may want to join the Club as an annual member and benefit from all the Club's facilities.

3. Credits

The Manage Our Club online booking system allows individuals to cancel their court booking and obtain full credit back onto their virtual wallet, if done at least 24 hours before the play start time. Players are then able to use the funds on their virtual wallet to rebook a court for an alternative date.

Late cancellations or play interruptions due to sudden exceptionally bad weather will only be credited in extenuating circumstances, such as if the Club deems the courts to be unplayable. Full details can be found in the Club's Weather Disruption, Cancellations & Refunds Policy on the Club website.

4. Equipment

A range of padel rackets, pickleball paddles and balls can be bought in the Club Shop, as well as other equipment and clothing. If visitors do not have their own rackets/ paddles, they can be hired from Reception on payment of a hire fee plus a refundable deposit.

Rackets must be returned immediately to Reception after playing. Please note that Reception closes at 7.45pm Monday to Friday and at 4pm Saturday and Sunday. Rackets are available to hire, and return, at the Bar if Reception is closed.

5. Club Rules for Visitors

On arrival at the Club, Pay & Play visitors, must report to Reception (or the Bar if Reception is closed) for their court booking to be checked and their arrival to be recorded. They may use the Clubhouse facilities before and after their game; this includes the car park, reception/shop, café/bar, lounge, toilets and changing rooms.

In addition to the individual who has made the court booking, you may be asked to supply the names of the other players plus any spectators, whose numbers should always be kept to sensible level (normally no more than four people).

All visitors must behave in a proper and responsible manner, exactly as expected of Club members:

- No alcoholic drinks or glasses are allowed to be taken on court.
- Smoking is not permitted in, or in close proximity to, the Club's buildings and its sporting facilities, other than in a designated area.
- Dogs and other pets are not permitted in the Clubhouse or grounds.
- Use the bins provided for litter, chewing gum and recycling.
- Appropriate clothing and footwear should always be worn.
- Normal etiquette for rackets sports should be followed.

It is accepted that both padel and pickleball can be quite noisy games; players are asked to be aware of this and to minimise as much as possible the disturbance that can be caused to people on adjacent courts and to Club neighbours.

6. Privacy Policy

The Club is committed to data privacy, and your personal information will be treated properly and securely in accordance with current data protection legislation. Details can be found in the Privacy Notice on the Club website.

7. CCTV and Video/Photography Policy

Video/photography may be undertaken during games, events and coaching sessions by people approved by the Club. Such images will be appropriate and only used for marketing purposes, in accordance with the Club's Safeguarding Policy and CCTV & Video/Photography Policy which can be found on the Club website. If you object to this, please contact Reception. Please note that CCTV is only used for site surveillance and security.

8. Safeguarding Policy

The Club follows all the guidance notes on Safeguarding as issued by our sports' national governing bodies. We are committed to prioritising the wellbeing of all children and adults at risk. Please see our Safeguarding Policy which can be found on the Club website.

9. Diversity and Inclusion Policy

The Club policy is to treat everyone fairly and with respect; to ensure all members and visitors are not denied access to our facilities because of a discriminatory reason. Please see our Diversity and Inclusion Policy which can be found on the Club website.

10. Health and Safety

The Club takes all reasonable precautions to ensure that all courts and facilities are safe but accepts no responsibility for loss of personal property or bodily injury unless it is due to the Club's negligence. There are clear notice signs on court entrances asking players to check that the courts are fit for play and stating that in all circumstances players play at their own risk.

11. Anti-Sexual Harassment Policy

The Club is committed to ensuring that sexual harassment does not occur to any person on Club premises. Please see our full policy which can be found on the Club website.

12. Gender Diversity Policy

The Club is committed to creating a safe, inclusive, respectful, and welcoming environment for all transgender and non-binary individuals so that have equal opportunity to participate in all aspects of the Club's activities. Please see our full policy which can be found on the Club website.