



Privacy Policy

Customer's privacy is very important to us. We have developed the privacy policy in order for all our customers to understand how we gather, distribute, communicate and make use of personal information of our esteemed Customers.

The following outlines our privacy policy –

Booking Terms & Conditions

- Customer's email, phone number and other details are important to us because we use them to communicate with them regarding the usage of our Padel club facilities, promotions, upcoming events or in the case of emergency.
- All Customers agree to provide a valid email address, phone number and other details. It is important for all Customers to update the above information as and when necessary.
- Customers hereby authorise Padel Addicts to communicate with them through various Social Media channels, email, mobile or through landline telephone.
- Padel Addicts may also use personal information of its customer's which is available with Padel Addicts for internal purposes such as auditing, data analysis and research. The personal information which Padel Addicts collects helps to develop and improve its products and services towards its customers.
- Padel Addicts will collect and use personal information solely with the objective of fulfilling the above-mentioned purposes, other purposes specified by us before or at the time of collecting personal information and other compatible purposes, unless we obtain the consent of the individual concerned or as required by the law.
- Customers accept that, in the event where an invalid contact detail have been provided then Padel Addicts will not be held responsible if case of any emergency, gaining access to the Padel Club facilities etc.
- Customers agree to receive updates on events related to Padel Club facilities etc. This may include invitations to events, new promotions, services, or any kind of survey.
- Customers may be asked to provide their personal information anytime when in contact with Padel Addicts website or through the Mobile App.
- For security purposes, issues related to public importance or for investigation by government agencies we may also disclose information about our customers to national security organizations, governmental bodies or otherwise as deemed necessary.



- To the extent possible, Padel Addicts will protect personal information by reasonable secure methods against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. However, Padel Addicts cannot be held responsible in any manner in case information of our customers is exposed to any vulnerabilities. Padel Addicts cannot be held responsible for the actions of third parties such as the payment gateway etc.
- Padel Addicts have endeavoured to secure information transmitted to their website over the internet, however, given the nature of the internet, there is a possibility that this information could be accessed by a third party while in transit. The website contains links to other websites. While we have taken care in linking to other websites, Padel Addicts have no control over those websites and are not responsible for the privacy, security, or content of those sites.

Billing, Cancellation & Refund

- Customers accept to pay the appropriate fee for the services they wish to use or purchase at the Padel Club.
- For court booking, when you start the payment process, Padel Addicts reserves the court you are booking for 10 minutes which, as stated above, is sufficient time for you to authorise payment. If, after 10 minutes, the fee has not been paid, the court is released and is immediately available for someone else to book.
- Cancellation is permitted within 48+ hours prior to session. However, fees are non-refundable.
- In case of cancellation, the session amount will automatically be credited to Customer's wallet balance so that it can be used for future bookings. For any clarifications, please contact info@padeladdictsom.com and we will be more than happy to assist you.
- Cancellations are not allowed within 48 hours to booked session.
- Padel Addicts reserves all rights to change or edit or move and cancel any booking under any circumstances

Miscellaneous

- Customers agree to respect and look after the courts and the Padel club facilities. Customers hereby agree to report any problems at info@padeladdictsom.com or to the Help Desk.
- Customers will not indulge in any violent or unlawful activities at the Padel Club facilities. Padel Addicts reserves the right to take appropriate action as deemed necessary to address the same.