

TERMS OF USE APPLICABLE TO OUTDOOR/INDOOR PADEL CLUBS DIR

(DiR Castillejos, DiR Hispà, DiR Diagonal, DiR Campus, and DiR Sant Cugat)

1. MATCHES AND ACCESS

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

Each match will last a maximum of one and a half hours (1h 30').

To access the court, you must be a DiR member. Guests are not allowed to use the padel facilities, as this is an exclusive service for members.

Padel matches can be played at the center where you are a member, except when you have a membership for all DiR clubs.

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

The paddle tennis area can be accessed fifteen minutes (15') before the start of the game.

From January 1, 2025, the paddle tennis courts available to DiR Pádel users (regardless of their membership type) will include, at no additional cost, the indoor paddle tennis courts at DiR Sant Cugat del Vallés.

To resolve any issues, users can send an email to infopadel@dir.cat.

2. SERVICE PRICES

The prices per game and player will be those published at any given time in the “Pádel DIR” app or in the “Rates” section of the website <https://padel.dir.cat>.

Notwithstanding the above:

- For members who have been enjoying padel as part of their membership (not contracted as an additional service to their membership)
 - The first four (4) games per month will be free of charge, with a 100% discount on the reservation service and the cost of the court. The discounts will be credited to the subscriber's profile in the form of a monthly voucher for four (4) games, which will expire if not used during the month of validity and will be renewed on a monthly basis.
 - The next four (4) monthly games will be charged per game and player for the reservation service, and will have a 100% discount on the court cost. The bonuses will be credited to

the subscriber's profile through a monthly discount voucher for four (4) games, which will expire if not used during the month of validity and will be renewed on a monthly basis.

- The rest of the monthly games will have the prices per game and player published at any given time in the “Pádel DIR” app or in the “Rates” section of the website <https://padel.dir.cat>.

- For members who have expressly contracted padel as an additional service, the price will be determined in accordance with the agreed conditions and, where applicable, once the games included in the contracted padel service (or, where applicable, the equivalent in minutes) have been used, the price will be that published for other members in the “Pádel DIR” app or in the “Rates” section of the website <https://padel.dir.cat>.

- Customers who register on or after January 1, 2025, will be able to access the paddle tennis court rental service by paying a monthly fee of five euros (€5), which will give them access to the reservation management system where they can purchase a package of games or individual games.

- Customers who sign up on or after June 6, 2025, will be able to access the padel court rental service by paying a monthly fee of ten euros (€10), which will give them access to the reservation management system where they can purchase a game package or individual games with a discount on the court cost. Discounts will be added to the subscriber's profile through a monthly court cost discount package, which will expire if not used during the month of validity and will be renewed on a monthly basis.

Other amounts related to the items listed in these Terms and Conditions must be added to these prices, if applicable.

3. RESERVATIONS

Use of the Court Reservation Management Service is mandatory in order to play.

Reservations may be made up to thirty (30) days in advance. Each member may reserve up to two (2) games per day and eight (8) games per week, with a maximum of three (3) active reservations.

There are two types of status:

- Game created: The court has been reserved by the customer, but is pending confirmation by the other players.
- Game confirmed: The court is reserved and confirmed by all players.

Reservations with a number of players that do not fill the full capacity of the court (2 or 4, as applicable) will be automatically canceled sixty minutes (60') before the start of the game.

Payment for the service will be made at the time of booking using one of the following methods:

- Purchase of vouchers via the website/app.

- Balance previously loaded onto the user's profile.

Refunds, where applicable, will only be made in the form of credit.

Unused credit will not be returned to the player in any form of payment, even in the event of cancellation of membership. In addition, credit will expire in favor of DiR one (1) year after it was loaded onto the app/website.

Rain, whether it occupies part or all of the day, when it prevents the game from being played, will entitle the user to a refund of the amounts paid for court reservations. Without the need to cancel the reservations, users will receive a refund, via voucher or balance, on the following business day.

4. EXTENT OF LIABILITY

DiR's responsibility is limited to providing the booking service and renting the courts. The internal management of bookings, games, and the players participating in them is the responsibility of the players who organize the games. DiR will not be held responsible if players do not show up for a booked game.

5. LIGHTS

The lighting schedules will be defined in advance by DiR according to the time of year in order to obtain optimal lighting for the sessions. The schedules and prices can be consulted at the center's reception desk and/or in the reservations section of the app/website (Online Management).

Given the technical characteristics of the court lighting, it may take up to ten minutes (10') for the lights to come on. For this reason, and to avoid starting the reserved session without lights, it is recommended that reservations and payments for the lighting service be made as far in advance as possible. Otherwise, the Club will not be responsible for any damages that may be caused to users.

Turning on the court lights at the times established by DiR is not optional. The cost of turning on the lights per player per hour will be the amount published at any given time in the "Pádel DIR" app or in the "Rates" section of the website <https://padel.dir.cat>.

6. ACTIVITIES

Throughout the season, DiR will hold various events and offer different classes, which will be published on the Padel DiR website/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 incur an additional cost, which may depend on the type of activity, club, and format. The registration fee for these events or classes can be paid using your balance or a specific voucher for the activity in question. In the event of rain or exceptional circumstances that require the cancellation of the event or class, the amounts paid via balance will be refunded.

7. RESTRICTIONS

7.1. Last-minute cancellations.

It is not possible to cancel or void a reservation less than twenty-four (24) hours before the scheduled start time of the reserved game. DiR reserves the right to penalize players who abuse the cancellation policy. Under no circumstances may there be more than five (5) cancellations per week.

When there is a last-minute cancellation in a game of four (4) players, the responsibility for finding a replacement will fall on the user who caused the cancellation. There is a tool called “switch” that will allow that user to share a link with other players so that they can take their place.

If a replacement cannot be found and three (3) players are left unable to play, the person who caused the cancellation must justify their absence within a maximum period of forty-eight (48) hours after the start of the game, via email to infopadel@dir.cat, following these criteria:

- For medical reasons, attaching a medical certificate.
- For other reasons, attaching an explanation that will be subject to interpretation and assessment by DiR.

If the reason given is considered valid, the amount of the game will be refunded to the four (4) players in 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 balance or by card payment at the reception of the Club where the game took place (4-player court + 4-player lighting) and the amounts will be refunded to the rest of the group members.

7.2. Failure of players to show up for matches.

In order to continue improving the functioning of the DiR padel community and to regulate unjustified failures by players to show up for organized matches, the following progressive system of penalties will be applied.

- First time in the current year: Fifteen euros (€15) will be deducted from the balance.

- Second time in the current year: Twenty-five euros (€25) will be deducted from the balance.
- Third time in the current year: Forty euros (€40) will be deducted from the balance and a fifteen (15) day suspension will be applied on the use of the Pádel DiR app/website.

The incident must be reported at reception by the players involved. If the player who failed to show up does not have enough balance to pay the debt, the customer's account will be blocked until the penalty is paid.