

NORMATIVA PÁDEL CLUBS OUTDOOR (DIR Hispa, DiR Castillejos, DiR Campus, DiR Diagonal, DiR Sant Cugat)



1. GENERAL CONSIDERATIONS

The start time and duration of the sessions, as well as the number of players (4), can be checked in the Pádel DIR app.

Each paddle session will have a price per player:

- For clients with unlimited access to paddle, the price will be €0.00.
- For clients with a modality without access to paddle tennis, the price will be determined according to their type of fee, the club of origin, the court's reserve club and the session time.
- For clients with limited access to paddle tennis, once these accesses have been used (equivalent in minutes) you will be charged for the reservation as a club client with occasional use of paddle tennis.
- Guests will not be able to use the paddle tennis facilities, it is an exclusive service for members.
- For customers who reserve a track in a club to which they do not have access with their quota, they must pay for the entrance to the club in addition to paying for the track via the App. The ticket price can be consulted on the website www.dir.cat, section Gestions Online or by calling the reception of the corresponding club.

To these prices must be added, if applicable, other amounts for the concepts that are listed in this regulation. Subscribers with LOW COST modalities who have registered or have requested the change to this modality as of January 1, 2012, to reserve the tracks on weekdays from 1:00 p.m. to 3:00 p.m. and from 6:00 p.m. to 9:00 p.m. and Saturdays and holidays from 11 a.m. to 2 p.m., they must pay an amount that will depend on the club of origin, the court reserve club and the modality. People with modalities that do not give the right to use the paddle courts, may nevertheless access them by paying a fixed monthly fee that will depend on the club of origin, the court reserve club, the modality and the schedule.

2. RESERVATIONS

It is mandatory to reserve court / session to be able to play. Court can be reserved in advance for up to 120 hours at no cost and up to 14 days by paying an amount of €5 for the reservation (non-refundable except if it rains). Two types of state will be distinguished:

- Game created: The court has been reserved by the client, but it is pending confirmation by the rest of the players.
- Confirmed Game: The track is reserved and confirmed by all players.

MULTIPLE BOOKINGS

A player only has the possibility of making 3 simultaneous reservations without cost. You can only do the next one free of charge once the first one is finished.

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Users with three games pending to play may reserve another session paying an amount of €5, and up to a maximum of ten reservations (non-refundable except if it rains). Likewise, if you have three games pending to play, you can be included in other reservations made by other users, paying an amount of €5, and up to a maximum of ten reservations. (non-refundable except it rains). This amount must be paid with a balance that will first have to be recharged.

EARLY BOOKINGS

Court reservations made 5 days or less prior to the start of the session will not have any cost for advance reservation, always meeting the requirement of 3 maximum simultaneous per player. Reservations of more than 5 days can always be made at a cost of €5. (Non refundable except it rains). Reservations cannot be made more than 14 days in advance. Advance reservations with cost can be canceled but the amount of these will be lost.

This amount must be paid with a balance that will first have to be recharged.

NOTE: People with modalities that do not give the right to use the paddle courts must identify themselves and register in the reserve in order to obtain permission to enter the tracks. Otherwise, the access control will restrict your passage upon detecting that you are a user without the right to use the tracks.

For the resolution of incidents you can send an email to infopadel@dir.cat.

RESERVATIONS ON RAINY DAYS

At the time that there is rain, either partially or during the entire reservation schedule, the reserved vouchers or balance will be recovered the next business day. It is not necessary to cancel any match and the players must agree whether to play or not.

It should be noted that on that day, the games that were finally played would not be computable in the ranking system when it is applied.

GESTION OF RESERVES

All the internal management of the games and players is the responsibility of the players themselves who organize the games. In no case is DiR responsible for the fact that players show up or not, as well as similar internal actions.

RESERVATIONS RECEPTION

The sessions window available in the Padel DiR app will show the free tracks between 14 days before and the start time of the session.

The reservation or cancellation or any type of change of any court by telephone is not made under any circumstances. The options are through the app, the web and in person only the same day of

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reservation (the person has to be properly documented and physically at the reception). No reservation will be made by an undocumented or non-person person under any circumstances.

3. BALANCE

Optionally, any player can have the possibility, by making the corresponding payment, to have a balance with which to manage their advance reservations, multiple reservations and payment of lights, as well as when a refund arises due to an exceptional situation. This balance is in no case returned to the player in any form of payment, nor in case of withdrawal from our facilities.

4. LIGHTS

The court lights are not optional and turning them on in the reserved court has a cost of €1.50 per player and hour. The schedules will be defined according to the period of the year and an optimal luminosity for the realization of the sessions. You can check the prices at the reception of the center and / or in the reservations section of the website (Online Management).

Given the technical characteristics of track lighting, the lights can take up to 10 minutes to turn on. For this reason, and to prevent the reserved session from starting without lights, it is recommended to make reservations and payments for the lighting service as far in advance as possible. In the event that the reservation is made exactly at the same time or less than ten minutes before the start of the session, the club is not responsible for the damages caused.

In the event that there is a reservation of less than 4 players, an additional cost must be paid for each missing player to complete the game with the number of players indicated on the clue (always 4 players). This cost must always be paid by the player who made the reservation. In case of having left the game with more than 12 hours, he would be the next to sign up and so on... In case of rain or exceptional situations, the corresponding amount paid will be refunded in balance. This amount must be paid with a balance that will first have to be recharged.

5. ACTIVITIES

During the season DIR will carry out different events and classes that will appear published in the Padel DiR App. These events will be held by centers and levels that will be publicized throughout the year, with different options for levels and possibilities. These actions will have an additional cost, which may depend on the type of activity, club and format. In case of rain or exceptional situations, the corresponding amount paid in balance will be refunded. This amount must be paid with a balance that must be previously recharged or with a specific activity voucher.

6. RESTRICTIONS

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- LAST MINUTE WITHDRAWAL

You cannot cancel a reservation less than 12 hours before the start of the session.

In the event of a game reserved for 4 players, in which there is a last-minute drop, it will be the responsibility of the user who fails to find a substitute before the start of the session through the Telegram groups by DiR levels, as well how to communicate it to the rest of the users through the chat of the game.

A tool called SWITCH has been enabled, which will allow the player, in case of not being able to attend the game, to share a link with other players so that they can take their place.

In case of not getting a substitute and there are 3 players left without being able to play, the person who has caused the withdrawal 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 the interpretation of the DIR Bcn Padel Manager.

In the event that the reason given is considered valid, the amount of the game will be returned to the 4 players in the game.

Otherwise, if the absence is not justified or that the reasons stated are not considered valid by Pádel DiR, the player must pay the total amount of the game with Balance or by card payment at the reception of the club where it took place. the game (Track 4 players + light 4 players) and the amounts will be returned to the rest of the group members.

- INCOMPLETE GAMES

All padel game reservations must be completed with 4 players.

In case of not completing the game, the responsibility falls on the game administrator. If the initial administrator leaves the game 12 hours before the start, the responsibility will fall on the second player who has accessed the game as the new administrator, and so on.

Those incomplete games at the beginning of the session will generate a debt in the user's profile for the number of players missing in the game, which must be paid with balance through the App or at the club reception by card.

In case of recidivism of the above situations:

- **From 1 to 3 occasions.** Apart from the payment of the corresponding amount, DiR reserves the right to impose a restriction on the reservation system for a period of 15 days.
- **More than 3 occasions.** Apart from the payment of the corresponding amount, DiR reserves the power to expel the person or player from the Telegram Padel groups, as well as restrict the game reservation system for up to one year.

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Finally, if a repetitive misuse of the paddle tennis courts is detected, DiR may also expel people from the Padel Telegram groups, as well as restrict the use of the paddle tennis court reservation system during the period it deems appropriate. .

Apart from the penalties for violation of these Padel Regulations, in turn, if appropriate, the corresponding measures and/or penalties provided for in the "General Conditions of Registration, Access and Use of DiR" could be applied.