



Thorndon Leisure LTD
Frog Island, Upnor Road
ME2 4UX

Privacy Policy

Thorndon Leisure LTD operates the <https://frindsburytennisandpadelclub-gb.matchpoint.com.es/> website, which provides the SERVICE.

This page is used to inform website visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Service, the Frindsbury Padel Club website.

If you choose to use our Service, then you agree to the collection and use of information in relation with this policy. The Personal Information that we collect are used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which is accessible at <https://frindsburytennisandpadelclub-gb.matchpoint.com.es/>, unless otherwise defined in this Privacy Policy.

Court Filming Notice

Video recording is active on our courts for coaching, security, and club operations. By completing this booking, you acknowledge that sessions may be recorded. If you do not wish to appear in social media or promotional materials, please notify management at max@thorndonleisure.co.uk or speak to a member of staff before your session begins.

Court Use

Players use the padel court at their own risk. By booking and entering the court, players accept full responsibility for their own safety, conduct and physical condition. Players must ensure they are fit to participate and use suitable equipment as the club accepts no liability for injuries resulting from personal health issues, equipment misuse, or improper footwear. Players must check the court surface before play and report any hazards immediately; choosing to continue despite a hazard is done at their own risk. While the club will make reasonable efforts to have first aid trained staff available, this cannot be guaranteed at all times, and players accept responsibility for managing their own wellbeing in the event of injury. The club is not responsible for loss or damage to personal belongings and accepts no liability for injuries, accidents, or damages arising from player negligence, unsafe behaviour, misuse of equipment, or normal sporting risks inherent to padel

Payments and Delivery

All Thorndon Leisure LTD services must be paid in full at the time of order. Your membership at Frindsbury Padel Club is effective as soon as the payment is received. Renewal of membership is not automatic.

Bookings for matches and courts require payment by card or using a pre-paid voucher and are effective as soon as the payment is received. At the point of payment, you have the opportunity to check date and time of booking. For all bookings, you will receive a confirmation email.

Frindsbury Padel Club accepts credit and debit card payments without capturing or storing card information. Payment information is collected by our secure payment providers.

We do not store credit card details nor do we share financial details with any 3rd parties.

Refunds and Cancellations

For court bookings, matches and tournaments, cancellations are allowed if made at least 48h before the event, and a full refund will be credited into your club account, not the original payment card account. This refund will be stored as a credit and is usable for future reservations. Cancellations made 48h or less before the event booked will incur payment in full. If the player requests a refund of the cancellation back on the card, an administrative charge of £2 will be applied and deducted from the amount refunded. This is to account for the credit card processing fees that the club is being charged. The admin fee will not apply to cancellations made by the club for reasons such as changes to matches or court availability triggered by the club. It will only apply to cancellations made by the player.

If the weather at the time of your scheduled game is deemed to disrupt play (e.g. heavy rain, lightning, snow or ice), you may request to cancel your booking. The decision to cancel due to weather conditions is at the discretion of the club management. We will assess the weather using reliable forecasts and real-time observations. Members are encouraged to contact the club if there are any concerns about the weather affecting their game. The club will notify members of any weather-related cancellations 1 hour before the game time via the Matchpoint app or phone. Frindsbury Padel Club reserves the right to change this policy as we may deem necessary from time to time or as may be required. Any changes will be posted immediately on the Website, and you are deemed to have accepted the terms of the Weather Policy upon your first use of the Website following the alterations. You may contact Frindsbury Padel Club by email at padel@thorndonleisure.co.uk

Open Matches

Players joining an Open Match agree to full participation and accept responsibility for their place in the fixture; cancellations made more than 48 hours before the scheduled start time may be completed through the app, but withdrawals within 48 hours require the player to find a replacement, and if no replacement is secured, the withdrawing player remains fully responsible for any resulting financial impact on the match.

Information Collection and Use

For a better experience while using our Service, we may require you to provide us with certain personally identifiable information, including but not limited to your name, phone number, and email address. The information that we collect will be used to contact or identify you.

Log Data

We want to inform you that whenever you visit our Service, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser version, pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

Cookies

Cookies are files with small amount of data that is commonly used an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive.

Our website uses these "cookies" to collection information and to improve our Service. You have the option to either accept or refuse these cookies and know when a cookie is being sent to your computer. If you choose to refuse our cookies, you may not be able to use some portions of our Service.

You can learn how to manage cookies on your web browser by following the [Browser Cookies Guide](#).

Service Providers

We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service;
- To provide the Service on our behalf;
- To perform Service-related services; or

- To assist us in analysing how our Service is used.

We want to inform our Service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

Security

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security.

Links to Other Sites

Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Children's Privacy

Our Services do not address anyone under the age of 10. We do not knowingly collect personal identifiable information from children under 10. In the case we discover that a child under 10 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us by email to padel@thorndonleisure.co.uk

New LTA Code of Conduct and Disciplinary Code

As a 'participant' of lawn tennis and padel tennis in Great Britain, you may have already received the following communication from the LTA.

With effect from 1 April 2022, the LTA has updated its [Disciplinary Code](#) and introduced a new [Code of Conduct](#). We would ask you please to familiarise yourself with them.

The Code of Conduct sets out both:

- General standards, which apply to all participants in tennis (in section 1); and
- Specific standards, which apply only to certain participants, including players, parents, coaches and officials.

For most people, the standards will be second nature but we hope that they will serve as a reminder to everyone and, aligned to the LTA's mission, help to make tennis more accessible, welcoming and enjoyable. We all have an important part to play in achieving this.

The club reserves the right to refuse entry, suspend bookings, or terminate memberships for abusive behaviour, unsafe conduct, harassment, damage to facilities, or repeated breaches of club rules.