



## Terms and Conditions

These booking conditions set out the terms of your booking with PADELTRIPS4U Ltd, a company incorporated under England and Wales with company number 15453352 with its registered office situated at 20 Wenlock Road London N1 7GU. It is important you read these conditions together with the information we send out in connection with your tour (including your booking confirmation and other key information on our site), which collectively form our contract with you (the "Booking Terms and Conditions"). These Booking Terms and Conditions set out our obligations to our customers.

"we", "our" and "us" shall mean PADELTRIPS4U Ltd;

"you" and "your" shall mean you as a participant of one of our trips, including any members of your party, as applicable;

PLEASE NOTE: You must take out travel insurance and it is a condition of your booking that you have made adequate insurance provision to cover your entire party. If you travel without adequate travel insurance cover, we will not be liable to you for any losses howsoever arising where cover would otherwise have been available. Consequently, you hereby waive any right to claim or compensation from [www.padeltrips4u.com](http://www.padeltrips4u.com), its employees or Directors, for any such situations, and specifically and without limitation for anything that is outside their control.

[www.padeltrips4u.com](http://www.padeltrips4u.com) will always exert its best efforts to resolve operational issues that may arise, to ensure that each trip participants has the best possible experience.

### A. Before you Book:

Choosing your tour: Please consult our [FAQs - Padel trips for you \(padeltrips4u.com\)](http://www.padeltrips4u.com) to see if a trip is suitable for you. If you are unsure about the suitability of a destination, you must seek additional information, which can be obtained from libraries, tourist offices, internet sites, etc. Our local partner will endeavour to adapt the level of play including any local competition or play, as best possible

### B. Outbound/Inbound Travel:

We do not organise nor get involved with any aspect of your travel to and from the padel trip destination (including arrival at and departure from the padel venue on, respectively, the first and last day of the trip). Please check the conditions of your specific trip to see whether some form of transportation is included during the duration of the padel trip, as this may vary from trip to trip. For any travel arrangement with which we are not involved, you are fully responsible for that component of your trip. We do not accept any responsibility if you are either unable to travel (or return) or incur any other loss because you have not complied with any applicable passport, visa, health, or immigration requirements. You agree to reimburse us for any fines/other losses which we incur due to your failure to comply with any applicable passport, visa, health, or immigration requirements. You also agree to indemnify us for any impact on the program or scheduling, and any associated costs, caused by your failure to participate, after having confirmed, except under documented exceptional circumstances such as an unforeseen health issue. You should also consider



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travel insurance that provides compensation for any impact or subsequent loss caused by flight cancellation or change.

### C. Passports/Visas:

It is your responsibility to ensure that you check and meet the specific passport (including validity requirements), visa, health, and immigration requirements for your tour. You should check these with the relevant Embassies and/or Consulates. You should also contact your doctor or a specialist vaccination centre for details of any health measures you will need to take prior to departure, or preventative measures, or care, required during travel. Please note that requirements do change so it is important that you always keep up to date with these prior to your departure. Some destinations also require visas depending on the passport holder's nationality. The latest travel advice can be obtained from the Foreign and Commonwealth Office at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice).

### D. Your health and physical condition:

You acknowledge that participation in sporting activities carries risk of death or personal injury and that, save where caused by our negligence, we do not accept liability for death or personal injury arising out of or in connection with your participation in a sporting activity whether due to the playing conditions, venue, the teams, the acts or omissions of any staff member or participant towards another participant (including but not limited to you, any member of your group or opposing team) participating in the sporting activities or otherwise. You must assess on each occasion whether you, those with whom you are travelling or are in your travelling party and/or those for whom you are responsible, should participate in a sporting activity and this is your decision alone. By booking, you warrant that you are in a fit state to participate in the padel trip, specifically that you are able to participate for the number of hours, each day, foreseen in the program. If you have a medical condition or disability that may affect your participation in a tour, you must provide us with full disclosure of any special requirements you may have prior to booking with us. At that stage, we will also require you to provide us with full details of any medical equipment that you need to take with you so that we can liaise with our suppliers to determine whether it can be carried safely (such equipment shall always remain your responsibility). We may require you to produce a doctor's certificate certifying that you are fit to take part in your chosen tour. We may require in certain circumstances for you to be accompanied by another person who can provide the assistance you require. Such accompanying person in these circumstances will be required to pay to participate in the tour. We reserve the right to not accept your booking if you are not travelling with an accompanying person where we have reasonably identified that it is necessary for you to do so. We reserve the right to not accept your booking if after taking into consideration your special requirements, condition and/or disability, we reasonably believe that your chosen tour is not suitable. We also reserve the right to cancel a tour and impose applicable cancellation charges if we subsequently become aware of any medical condition or disability that you have not made us aware of where we reasonably believe that your chosen tour is not suitable for you or where you are not travelling with an accompanying person who can provide the assistance required. Where we cancel in these circumstances,



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we will not be liable for any other costs or expenses that you incur. If at any point during the trip or while participating you should feel unwell, excessively fatigued, or suffer an injury, stop playing immediately and seek local medical assistance.

### E. Travel Insurance:

As a condition of booking, you are required to take out adequate travel insurance for yourself and all members of the tour party/group. Such travel insurance should cover you and all members of your tour party/group against the cost of cancellation by you/them, the cost of assistance, including repatriation, in the event of accident or illness or death, loss of or damage to baggage/equipment, loss of money and other expenses. It must also include cover for all activities you have booked including cover for sports injuries or fatalities for sports participants. It is a condition of us accepting your booking that you have made adequate insurance provision to cover all members of your tour party/group. Travel Insurance should be in place from the date of travel. If you travel without adequate travel insurance cover, we will not be liable to you for any losses howsoever arising where cover would otherwise have been available.

### F. Hosting:

We take exceptional pride in providing participants with a uniquely local experience. This means that we work with a variety of local partners, which may change from time to time and without notice. Although we directly vet our padel partners and directly or indirectly, many of our other partners, we do not have control over accommodation, transportation and food and beverage (restaurants) providers. We cannot therefore guarantee the consistency of service level of every component of the padel trip but will endeavour to resolve any problems as swiftly as possible, if and as soon as they are reported

### G. Feedback:

It is a crucial part of any business to obtain feedback that allows it to improve or repeat certain aspects of each trip. This feedback is useful for others but also for those who participate in more than one trip. After the padel trip, we ask you to leave your feedback at <https://forms.gle/7yAZZAnFj1JVcQ6f6>.

### H. Complaints procedure:

In the unlikely event of there being something not to your liking during your padel trip, and your being unable to resolve it directly with the local service provider, you must inform your [www.padeltrips4u.com](http://www.padeltrips4u.com) local contact or contact [www.padeltrips4u.com](http://www.padeltrips4u.com) in the UK if no team member is present on the trip (preferably in writing) without undue delay who will try to solve the problem as quickly as possible. If the problem cannot be resolved, you must send us a written complaint as soon as possible and no later than within 28 days of the end of your tour in order that we can investigate fully. We certainly hope that we can resolve any complaints amicably with you. If you do not follow the requirement to raise your complaint whilst on tour, we will be denied the opportunity to investigate and resolve it and this may affect your rights under your booking.

### I. Your behaviour and damage or disruption caused by you:

Just as local service providers have an obligation to [www.padeltrips4u.com](http://www.padeltrips4u.com) and to you, so too you as a participant have a responsibility to take due



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care and to behave responsibly and sensibly in relation to your hosts. Any physical damage, verbal abuse, extending but not limited to discrimination of any sort, repeated cultural insensitivity, poor sportsmanship, badgering or inappropriate/excessive aggression is unacceptable and will not be tolerated. Any alcohol or substance abuse that affects your behaviour or places you and others at risk is strictly prohibited. You may be held responsible and liable for any damage, disruption, offence or other consequence of your action and/or behaviour and any victim of your actions may take action against you. [www.padeltrips4u.com](http://www.padeltrips4u.com) reserves the right to ban any participant who breaches this condition with an immediate loss of all monies paid. [www.padeltrips4u.com](http://www.padeltrips4u.com) further reserves, should the circumstances so warrant it, to seek compensation on its behalf or that of other participants or our local partners. In all circumstances, [www.padeltrips4u.com](http://www.padeltrips4u.com) reserved the sole right to prohibit such participants from any future participation in our padel trips. That decision is final and no correspondence will be entered into in this regard.