



Terms and Conditions

1. Booking Confirmation & Lead Booker Responsibility

Your booking is confirmed upon receipt of this notice. By making a booking, you agree to these terms and conditions on behalf of yourself and all players in your group. Please make sure everyone playing is aware of these terms before arriving on site. We look forward to welcoming you to Barnard Castle School Padel.

2. Arrival & Parking

Players should park at the front of the school upon arrival. Please proceed directly to the court at your allocated time. The court is located in front of the main building, adjacent to the main reception, approximately 50 metres past the main entrance.

3. Punctuality & Court Allocation

Players are asked to arrive promptly for their allocated time slot. Court sessions will begin and end at the times stated in your booking confirmation. Late arrivals may result in a reduced session and will not be entitled to a refund or extension of their booking.

4. Maximum Players Per Court

A maximum of four players are permitted on court at any one time. This reflects the standard doubles format of padel. Players must not allow additional individuals to enter the court area during their session.

5. Site Safety & Emergency Procedure

For the safety of all visitors, please note the following:

- A defibrillator (AED) is located at the rear of the site, wall-mounted on the outside of the A Block building.
- All areas of the school site are monitored by CCTV for the safety and security of all users.
- In the event of a medical emergency, please dial 999 immediately. The site address is Barnard Castle School, Newgate, Barnard Castle, DL12 8UN. Please notify school staff if available and direct the emergency services to the main entrance.
- Players are encouraged to inform a fellow player of any relevant medical conditions prior to play.

6. Smoking & Alcohol

Barnard Castle School operates a strict no-smoking policy across the entire site. The consumption of alcohol on site by court players and their guests is not permitted at any time.

7. Site Access & Restricted Areas

Access for court users is limited to the car park, the designated walkway to the court, and the padel court itself. All other areas of the school site are not accessible to the general public and must not be entered. Barnard Castle School reserves the right to remove any individual who fails to comply with this condition.

8. Players Under 18

All bookings involving players under the age of 18 must be made by a parent or legal guardian, who by completing the booking accepts these terms and conditions on behalf of the minor. Players aged 15 and under must be accompanied on site by a responsible adult at all times. Barnard Castle School accepts no responsibility for unaccompanied minors on site.

9. Equipment & Footwear

A selection of padel rackets and balls is available for use free of charge via an honesty system. Players are encouraged to bring their own equipment where possible. Players are responsible for returning any borrowed equipment in good condition after their session. Any damage to borrowed equipment or to the court caused by reckless or negligent use may be charged to the player responsible.

All players must wear appropriate non-marking court footwear at all times. Football boots, studded footwear, and any shoes likely to damage the court surface are strictly prohibited.

10. Photography & Filming

Photography and filming are permitted within the court area only. Given that Barnard Castle School is an active school site, players must not photograph or film any areas beyond the court. Players must not photograph or film any individual who has not given their consent to be filmed. Photography or filming of any person under the age of 18, other than your own child, is strictly prohibited.

11. Conduct

All players and guests are expected to behave in a respectful and considerate manner at all times whilst on site. Barnard Castle School reserves the right to refuse or withdraw access to anyone whose conduct is deemed inappropriate.

12. Liability

Players participate at their own risk. Barnard Castle School accepts no liability for personal injury, loss, or damage to property unless caused by the school's own negligence. Players are encouraged to ensure they are in suitable physical condition to play prior to making a booking.

13. Court Closure

In the event that the court is closed due to adverse weather conditions, maintenance, or any other circumstances beyond our control, affected bookings will be cancelled and players will receive a full 100% refund. Refunds will be automatically returned as credits to the player's Nettle App Wallet. Barnard Castle School will endeavour to provide as much advance notice as possible of any court closure.

14. Cancellation & Refunds

Players who cancel their booking at least 6 hours before their allocated court time will be entitled to a full 100% refund. Cancellations made less than 6 hours before the booking time will not be eligible for a refund. All cancellations must be made through the Nettle App. Approved refunds will be automatically returned as credits to the player's Nettle App Wallet.



Barnard Castle School
COMMUNITY · CHARACTER · AMBITION

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15. Data Protection & Privacy

Personal data collected at the point of booking is held and processed in accordance with the UK General Data Protection Regulation (UK GDPR) and Barnard Castle School's Privacy Policy. Data is used solely for the purpose of administering your booking and will not be shared with third parties without your consent, except where required by law. For further information, please refer to the school's Privacy Policy available on our website.

16. Changes to These Terms

Barnard Castle School reserves the right to update or amend these terms and conditions at any time. Any changes will be published on our website and within the Nettle App. The version of these terms in force at the time of your booking will apply to that booking.

Barnard Castle School Padel | These terms are subject to change. The version in force at the time of your booking will apply.