

TERMS AND CONDITIONS PALMA SPORT & TENNIS CLUB

With the objective of guaranteeing a well-functioning tennis club and maintaining a high level service, the Management board presents the following terms and conditions:

GENERAL TERMS

- The opening hours of the Tennis Club are Monday-Sunday from 7am to 11pm.
- Children under the age of 16 are not allowed in the following areas: swimming pool, gym, fitness areas and Spa area.
- Please respect the opening hours of the different activities.
- Palma Sport & Tennis Club reserves the right to modify the schedule, its content and the timetable.
- The Club has 48 parking spaces for the members; parking only allowed during use of Club facilities.
- Together we aim at keeping our Club clean, respecting all measures, its facilities and protecting the environment.
- Walking or remaining without shoes is not allowed in the reception/restaurant area.
- The CLUB reserves the right to deny admission in exceptional cases where standards of conduct and safety are not met, or where there is non-compliance with the regulations in effect at the time, or a violation of the rights and obligations set out in Law 2/2023 of 7 February.

ADMINISTRATIVE PROCEDURE

- Upon registration, the registration form must be fully completed with personal information such as bank details in order to be able to charge the account. It is essential to provide a photocopy of the ID or bank statement as a new member.
- The join-in fee and the first month payment need to be charged at the reception desk in order to be registered. The join-fee is non-refundable.
- The following payments will be charged to the bank account stated in the registration form between the 30th and 3rd of every month.
- The member may change the bank details and payment information providing a written notice before the 22nd of each month.
- In case there is a return of a bill for an unacceptable reason for the club, the administrative fee will be charged to the subscriber.
- Unpaid bills carry a surcharge of 7 euros to be paid at the reception desk when the bill is to be paid.
- If a member wishes to terminate the membership in the club, a written notice needs to be provided at the reception desk before the **20th of each month**. In cases where membership wants to be re-obtained, the join-in fee needs to be paid again. In case of interruption due to illness a medical certificate is required in order to maintain the membership, as well as presenting the certificate, a fee of 35€/month is charged during this period.
- Missing a payment of the monthly fee can lead to loss of the registration fee and membership.

CHANGING ROOM & SPA CONDITIONS

- Please respect the personal space of other members and keep the security distance.
- The Management board does not take responsibility for lost items at the club facility. Please avoid bringing valuable items with you.
- All members are allowed to use the lockers on the same occasion as using the membership card. We recommend using the lockers and making sure they are perfectly locked after each use.
- The lockers must be emptied once the training has been terminated. At the end of each day all the lockers are automatically opened in order to be used the next day.
- Photos and videocalls are not allowed in changing rooms and SPA area.

PARKING CONDITIONS

- Respect the parking space of other members cars and spaces reserved for electric charge.
- Parking is under your own responsibility; the Club is not responsible for theft or damage caused at the parking. Always park respecting the marked spaces and only during your stay at the Club.

FITNESS ROOM, SUPERVISED CLASSES AND HEALTH TERMS

- Respect the start and end times of the classes, as well as respecting the silence in the common areas before the entrance and exit of the activities.
- Towels are available in the training equipment area.
- Respect the spaces reserved for classes. In case of doubt, consult an instructor.
- Paper and disinfectant spray are available in all rooms. Please clean the machines after each use.
- All backpacks and bags must be kept in the lockers, not in the fitness areas or in any of the group exercise rooms.
- Please return the material to its place after each use and remember to clean it with disinfectant.
- Clothing must always be suitable for the activity; it is not allowed to train without wearing a shirt.
- It is mandatory to use sports shoes. Unless they are specific shoes, make sure to tie the shoelaces to avoid injury.
- Some activities have a limited number of spaces. Members need to keep themselves informed about the reservation procedures of each class as well as the Spa.
- It is not allowed to do personal training without having a previous agreement with the Club.
- Changes made to your personal training, without any penalty, can be made 24 hours in advance.
- In case you are not feeling well, make sure to inform the staff. Make sure to keep yourself hydrated (drink a lot of water): before, during and after each activity.
- The members of Palma Sport & Tennis Club are considered to be in good health to practice sports, being aware of the risks and taking full responsibility while performing physical activity, therefore Palma Sport & Tennis Club is not responsible of any incidents that may occur.
- The club management reserves the right to request a medical certificate in case of observing a serious, obvious health anomaly in a member of Palma Sport & Tennis Club.
- Avoid using mobile phones during classes. Recording is not allowed during our guided classes.

TENNIS COURT TERMS

- The courts need to be booked before use. The reservation can be made in person at the reception desk, by e-mail info@palmatennis.com or phone 971-282000.
- 2 pre-bookings can be made. Please provide your name, last name, phone number and people who the court will be shared with.
- Before starting the game, it is mandatory to pass by the reception desk to confirm and pay the booking and receive the towel.
- It is not allowed to come in street wear. It is mandatory to use tennis specific shoes.
- It is not allowed to bring glass items in the tennis court area.
- Membership card needs to be displayed upon request of a member of the tennis club staff.
- In case artificial lighting is needed on the court, it needs to be requested at the reception desk; included in the price.
- In case a member has made a reservation and does not show up, any future pre-booking will be cancelled.
- Changes made to your tennis booking or tennis classes, without any penalty, can be made 24 hours in advance.

SWIMMING POOL TERMS

- It is mandatory to shower before swimming.
- The lanes are not for exclusive use. They can be shared up to a maximum of 5 people.
- Before swimming into an occupied lane, it is necessary to warn the user in order to avoid any accident.
- It is compulsory to respect the spaces reserved for classes. In case of doubt, consult an instructor or our lifeguards.
- It is mandatory to wear flip-flops or aqua socks in the swimming pool area.
- It is not mandatory to use swimming cap.
- It is not allowed to dive in headfirst; except under instructor supervision or if you are federated athlete.
- Bathing is not permitted under any circumstances if you suspect of suffering from a disease that can be transmitted through water.
- Eating and smoking are not allowed at the swimming pool area.