



## Terms & Conditions

### **Using Les Ormes facilities**

Separate agreements will be formed for activities and sports not included in the price of your holiday. A range of facilities and activities which you may purchase separately are detailed in the welcome pack sent to you and on our online booking service. These may be booked before your break or following your arrival at the resort. All facilities and activities (including those contained within the price of your break) are subject to availability. We operate a "first come-first served" policy so we cannot guarantee that you will be able to book a particular facility/activity for a specific time or at all.

Activities that take place outdoors are provided subject to appropriate weather conditions prevailing at the time the activity is to take place. We will not pay compensation where facilities/activities are unavailable or fully booked. You must ensure that any activity or facility selected by any member of your party is suitable for those who are taking part. You must use Les Ormes facilities in accordance with guidance and instructions given to you by Les Ormes staff or notified by health and safety signage. When using any of the activities in Jump Jersey, including trampolines, soft play, climbing walls, Ninja Warrior and Total Wipeout, children under 18 must be supervised by an adult at all times. Failure to abide by this policy may result in your booking being curtailed immediately without refund.

### **Payment for all pay and play sports and activities**

All sports and activities must be paid for in full and all payments are non-refundable and non-transferable. On arrival you must check in at a reception prior to going to your activity, bringing with you your customer confirmation and membership card if you are a member. Failure to do so may result in us denying you access to our facilities.

### **Re-sale of Les Ormes facilities and products**

Les Ormes facilities and products are for the sole use of the person or club booking that facility or activity. You cannot book Les Ormes facilities to resell in whole or part to a third party, without prior permission from Les Ormes in writing. Breaching this term may result in your booking being cancelled without a refund. All third-party providers must provide us with relevant documents in relation to qualifications, health and safety, first aid training, DBS and safeguarding.

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Opening hours are fixed by the Company and are subject to change without prior notice.

The Company may at any time close the Club's premises or any part thereof, without notice, in order to; execute repairs, alterations, accommodate external events, redecorations or otherwise, to facilitate programmes or on certain holidays.

The Company reserves the right to refuse entry to the premises at its absolute discretion.

It is the guest's responsibility to ensure that they are capable of undergoing any activity. All activities are pursued at the person's own risk.

Whilst every effort has been made to ensure the accuracy of bookings the management reserves the right to cancel or re-schedule bookings after publication and at short notice. The programme may be amended during public holidays.

Use of facilities is at the guest's own risk and under their own medical advice.

Sports or casual attire, must be worn, this includes not going topless on the courts or the social areas. Guests are requested to wear at all times appropriate clean footwear on the courts.

Appropriate attire must be worn in the restaurant. Footwear must be worn at all times.

Pets are not allowed in the Club.

Smoking is not permitted anywhere at Les Ormes Only food purchased from Les Ormes should be consumed within the club.

No alcoholic beverages or drugs of any kind may be brought into Les Ormes. No cigarettes or e-cigarettes are allowed within Les Ormes.

Mobiles may be used for phone calls in all areas ,excluding wet areas, if done discreetly and in a non-disruptive manner.

The use of professional photography or videography equipment is prohibited. Photography and filming is prohibited in all changing rooms and wet areas.

In the interest of safety, no glass container may be taken into any court areas, changing areas. Be considerate of others; loud or abusive language will not be tolerated.

All bookings are final and no refunds or exchanges will be given. The company is not liable for any injuries, accidents, or loss of personal belongings in the padel courts Children under the age of 12 years must be supervised by an adult over the age of 18. Any damages or non returns of rental equipment will be chargeable. Coaches are required to provide proof of insurance. Our team reserves the right to request this documentation as a condition for allowing coaching