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Terms of Use

Welcome to Padel2day. These Terms of Use apply to the use of the Padel2day website, mobile application, and all associated services. By using our services, you agree to these terms. Please read them carefully.

Definitions

- Padel2day: The trade name of Padel2Day BV, registered in Zeist (NL).
- User / Player: Any natural person who uses the Padel2day app or website.
- Padel Club: An organization that operates one or more of its own padel locations.
- Partner: An organization that organizes padel events at one or more locations but does not have its own locations.
- Organizer: A legal entity or natural person who organizes or hosts an event through Padel2day.
- Credits: Digital units offered via Padel2day that give you access to events.

Universal Credits (UC)

- Players can purchase Universal Credits (UC) in all countries where we are active.
- A UC wallet is linked to a single currency and can be used for Padel2day events in countries where we support this UC currency.
- When a user starts a payment transaction to top up their UC wallet, a fixed service fee will be charged to (partly) cover the transaction costs of the payment service provider. The exact amount of this fee varies per UC currency. However, when a user registers for an event and pays with credits already in their wallet, no service fee is charged.
- Universal Credits are personal, non-transferable, cannot be exchanged for cash, and newly purchased Universal Credits are valid for 24 months from the date of purchase. Any unused balance expires automatically at the end of this period.
- Purchases of Universal Credits are subject to a statutory 14-day right of withdrawal. By purchasing and requesting immediate activation of your credits, you expressly agree that delivery begins immediately and that you waive your right of withdrawal.

Company Credits (CC)

- Note: Company Credits (CC) were previously referred to as "Club Credits". This term applies equally to both Padel Clubs and Partners.
- The online sale of Company Credits (CC) has been discontinued. CC now solely exist as a way for a Padel Club or Partner to manually grant credits to a player.
- When a club or partner manually registers a player for an event, the costs are deducted from the player's CC balance. This can result in a player having a negative CC balance. Organizations cannot deduct Universal Credits (UC) from a player through manual registration.
- With CC you can register for all padel events organized by the respective Padel Club or Partner via Padel2day. You cannot use CC to register for events organized by other parties.
- Padel2day only facilitates the technical side of the administration of the credits within Padel2day and bears no financial liability or obligation regarding CC. Outstanding balances remain a matter between the player and the Organizer; Users cannot claim a refund, compensation, or reimbursement from Padel2day, regardless of the situation.
- CC are personal, non-transferable, and cannot be exchanged for cash. Newly issued Company Credits are valid for 24 months from the date of purchase. Any unused balance expires automatically at the end of this period.

Participation in Events and Credits

- Organizers can offer different types of events through Padel2day, each with its own (credit) price.
- To register for a paid event, you must have enough Credits.
- Upon registration for an event, the required number of Credits is debited. If available, Company Credits are used first, and then Universal Credits.
- If you cancel your participation before the free cancellation period (as stated with the event) expires, your credits will be refunded. If you cancel later, or are absent without timely cancellation (no-show), no credit refund will take place.
- Credits are returned if an event is canceled by the organizer, has too few participants, or if you are still on the waiting list when registration closes and therefore do not play.

Account Management, Acceptable Use, and Suspension

- Users must use the platform responsibly and respectfully. Misuse of the platform, including but not limited to fraudulent transactions, spam, creating fake events, or inappropriate behavior towards other users or Organizers, is strictly prohibited (Acceptable Use).
- Padel2day reserves the right to suspend or permanently terminate a user's account without prior notice if we detect a violation of these terms, fraudulent activity, or misuse

of the platform. In the event of account termination due to a violation, any remaining credits (UC or CC) will be forfeited and are non-refundable.

Platform Availability and Force Majeure

- We strive to keep the Padel2day platform available 24/7. However, we cannot guarantee uninterrupted access. Padel2day is not liable for temporary unavailability due to maintenance, technical failures, server outages, or unforeseen circumstances beyond our control (Force Majeure).

Intellectual Property

- All rights, titles, and interests in and to the Padel2day platform, including its software, brand name, logos, and content, remain the exclusive intellectual property of Padel2day BV. Users may not copy, modify, or distribute any part of the platform without our explicit prior written consent.

Liability and Disclaimer

- Padel2day does not organize, host, or offer any events itself; we solely provide the software platform that enables third-party Organizers to manage, offer, and handle registrations and payments for their padel events. Padel2day is not a party to the agreement between the Player and the Organizer.
- Padel2day does not act as a contracting party for the management of Company Credits. In disputes about refunds or other financial matters, the player should contact the organization that issued the credits.
- Users are advised never to purchase more credits than they expect to use in the near future. Padel2day is never liable for any (outstanding) balance of Credits.
- We strive for a careful and secure platform, but cannot guarantee the completeness or accuracy of all information and events shown, nor the continuity of the offer.
- Padel2day is not liable for any (in)direct damage resulting from the use of the platform or a shortcoming of the Organizer.
- Any links to external websites are outside our responsibility.

Miscellaneous

- These Terms of Use are governed exclusively by Dutch law.
- Any disputes arising from or in connection with these terms shall be submitted exclusively to the competent court of Rechtbank Midden-Nederland.
- Padel2day may change these terms; in case of a material change, we will inform you.
- For information about the processing of personal data, please consult our Privacy Statement. Questions? Contact us at info@padel2day.org.