



Outaouais Pickleball Club

CPO - TERMS AND CONDITIONS

Version 2024.07.28





Club de Pickleball de l'Outaouais

455 Chemin McConnell, Gatineau Québec J9J 3M3
(873) 456-0316 | eric@clubpickleballoutaouais.com

Terms and Conditions

Cancellation and modification policy

Cost and restrictions related to court reservation

Pickleball court reservations can be made via the **Outaouais Pickleball Club** website (<https://www.clubpickleballoutaouais.com/>). A guide explaining the steps to follow will be available soon.

Member and **non-member rates** as well as the non-member surcharge are posted on our website and may vary without notice.

A **maximum of four (4) players per court** is authorised.

A maximum of **one guest** (non-member) per **member** applies for all reservations paid at the **member rate**. A **non-member surcharge** must be paid before the start of the reservation and a maximum of **two guests** are allowed to join **two members**.

If the **reservation is made by a non-member**, the **non-member rate** applies to the reservation. No refund will be given if a member is part of the group (maximum 4 players per court).

If the **reservation is made by a member**, the **member rate** applies to the reservation and allows **four members** to play at no extra charge.

If the **reservation is made by a member** and **one of the players is not a member**, the **member rate** applies to the reservation but the **non-member surcharge** must be paid before play starts. A **member** may invite a **non-member** to play. If **two members** are in the group, **two non-member players** may accompany them. The **non-member surcharge** applies only once to the member rate.




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Pricing policy

PRICING POLICY


- Maximum of **four player per court.**
- **One guest** (non-member) **per member.**
- A **non-member surcharge** must be payed before playing if **at least one of the guest** (non-member) **is part of the group.**
- Each player must sign the **disclaimer waiver.**




	Member	Non-Member
Hourly Rate	\$ 37.50	\$ 42.50
Non-Member Surcharge	\$ 5.00	N/A
	<i>Payable before playing if a non-member guest is part of the group for all reservations made by a member.</i>	



4 Members (37.50\$)



2 Members + 2 Non-Members (42.50\$)
37.50\$ + 5.00\$*
* Non-Membre Surcharge payable before playing



4 Non-Members (42.50\$)

Refund Policy

MEMBER

- All cancellations will be **credited to the member's account.**

NON-MEMBER

- Cancellations made **more than 24 hours before the start of the rental period** will be refunded with a **\$5.00 fee** to cover administrative costs.
- Cancellations made less than **24 hours before the start of the rental period** are **non-refundable.**



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Refund Policy

Modification or cancellation of a reservation after it has been placed

If you need to make changes to a reservation, please contact customer service as soon as possible by e-mail at info@clubpickleballoutaouais.com or by phone at **(873) 456-0316**, clearly indicating your reservation number and the changes you wish to make. We will do our best to accommodate you.

The current refund policy applies as follows:

MEMBER

- All cancellations will be **credited to the member's account**.

NON-MEMBER

- Cancellations made **more than 24 hours before the start of the rental period** will be refunded with a **\$5.00 fee** to cover administrative costs.
- Cancellations made **less than 24 hours before the start of the rental period** are **non-refundable**.

Subscription fee refund (membership card)

Subscription fees for membership cards (CPO or ARPO-CPO) are **refundable up to 48 hours after the date of purchase**. After 48 hours from the date of purchase, **no refund will be granted**.

If you wish to cancel your membership, please contact customer service as soon as possible **within 48 hours of the purchase date**, either by e-mail at info@clubpickleballoutaouais.com or by telephone at **(873) 456-0316**, indicating your **full name, telephone number** and **membership card number**. A member of our team will deal with your request.



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Risk awareness

I am not aware of any medical condition that would prevent me from participating in the activities and programs offered or sponsored by the **Outaouais Pickleball Club**. If I have any concerns about my health, I will consult my physician before participating in such activities.

I understand that I am free to discontinue or reduce my participation in activities and programs offered or sponsored by the **Outaouais Pickleball Club**.

I acknowledge that there are risks associated with participation in sports activities and programs offered by the **Outaouais Pickleball Club**. I have informed myself of and understand the risks associated with my participation in these activities, including the risk of personal injury, and I freely accept these risks.

Waiver and release

Liability waiver

Each user must have signed the Liability Release Form before participating in any activity at the **Outaouais Pickleball Club**, either through the reservation system or in paper format, available at the **Outaouais Pickleball Club** or on our website (<https://www.clubpickleballoutaouais.com>).

In consideration of the acceptance of my enrollment in the activities and/or programs offered or sponsored by the **Outaouais Pickleball Club**, I, hereby, acting for myself, my heirs, assigns, administrators or other persons who may purport to act on my behalf, waive, release and discharge the **Outaouais Pickleball Club** and any person acting on its behalf from any and all liability and agree not to sue for any injury, illness, loss of life or property damage of any nature whatsoever arising out of, or sustained in connection with, my participation in any of the Company's activities. This waiver and release applies to all claims, foreseeable or unforeseeable, including those involving negligence or breach of statutory duty (including those covered by the Occupier's Liability Act).

I agree that the **Outaouais Pickleball Club** will not be held responsible for any loss, damage, unauthorized use or theft of personal property that I may have brought onto the premises. I understand that this release is intended to be as broad and inclusive as permitted by law. Should any particular provision of this document be held invalid or unenforceable by a court of law, such decision shall not affect the validity or enforceability of the remaining provisions.



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Rules and Policies

The **Outaouais Pickleball Club** is a company that promotes the well-being of all its members and customers. Implementing and enforcing policies and regulations is an issue of great importance to us.

In order to eliminate grey areas and ensure that your visits to our facility run smoothly, we would like to share the policies and regulations that are in place.

1. **Courts access is reserved for players.**
2. You must **show your CPO membership card** at the reception desk before using the pickleball courts.
3. **Sport shoes** are mandatory. Only sport shoes with **non-marking soles** are allowed on the pickleball courts and in the facility. **Boots, outdoor shoes must be left at the entrance. Coats can be left at the entrance, reception or in one of the changing rooms.**
4. **Sportswear mandatory** (T-shirt, tank top, shorts, pants, skirts).
5. Shirtless play is **prohibited**.
6. **No Food** allowed on the courts.
7. **Water bottles** are permitted on the courts.
8. Users must **respect the equipment and courts**. Aggressive use of rackets, balls or other equipment may be sanctioned to ensure the safety of other players.
9. Users must **respect allotted playing times**. Play time begins and ends **on the hour**. After the allotted time (10 minutes ***if court availability permits***), users will be charged an additional hour's rental at the current rates.
10. You must use respectable language on the pickleball courts and on the premises of the **Outaouais Pickleball Club**. The use of vulgar, aggressive, intimidating or disrespectful language will not be tolerated. Such behaviour may lead to **expulsion without refund**.
11. Debris and small rocks get lodged in the soles and damage the surface of the courts. **Shoes with non-marking soles** are **mandatory** to play on **Outaouais Pickleball Club** courts. The soles must be free of dirt and debris. You may **have to change shoes** or **stop playing** if they do not meet standards.



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Appendix A – Sign – Rules & Policies



RÈGLEMENTS & POLITIQUES PICKLEBALL

L'ACCÈS EST RÉSERVÉ AUX JOUEURS

Vous devez **présenter votre carte de membre CPO** à la réception avant de vous rendre sur les terrains de pickleball.

Le port de **chaussures de type sport est obligatoire**. Seuls les souliers de sport à **semelle qui ne marque pas** sont tolérés sur les terrains de pickleball ainsi que dans le centre. Les **bottes, souliers d'extérieurs et manteaux doivent être déposés à l'accueil ou dans un des vestiaires**, mis à votre disposition.

Tenue sportive obligatoire (T-shirt, camisoles, shorts, pantalons, jupes).
Interdiction de jouer torse nu.

La **nourriture est interdite** sur les aires de jeu.
Il est **permis** d'apporter une **bouteille d'eau**.

Les usagers doivent **respecter l'équipement et les terrains**. Tout usage agressif des raquettes, des balles ou de toute autre pièce d'équipement pourra être sanctionné pour assurer la sécurité des autres joueurs.

Les usagers doivent **respecter les temps de jeux alloués**. Le temps alloué pour jouer **commence et se termine à l'heure**. Après le délai accordé (10 minutes **si la disponibilité du terrain le permet**), les usagers devront payer une heure de location supplémentaire selon les tarifs en vigueur.

Vous devez utiliser un langage respectable sur les terrains de pickleball et dans l'enceinte du **Club de Pickleball de l'Outaouais**. L'usage d'un langage vulgaire, agressif, intimidant ou irrespectueux n'est pas toléré. Un tel comportement pourrait conduire son auteur à l'**expulsion sans remboursement**.



RULES & POLICIES PICKLEBALL

ACCESS RESERVED TO PLAYERS

You must **show your CPO membership card** at the reception before going on the pickleball courts.

Sport shoes are mandatory. Only **non-marking sole shoes** are allowed on the pickleball courts and in the facility. **Boots, outdoor shoes and coats must be kept at the reception or in one of the locker rooms**, at your disposal.

Sport apparel mandatory (T-shirt, tank top, shorts, pants, skirts).
Topless play prohibited.









No food allowed on the courts.
Water bottles are allowed.

Users must **respect the equipment and courts**. Any aggressive use of rackets, balls or any other piece of equipment may be sanctioned to ensure the safety of other players.

Users must **respect the allocated playing times**. The time allocated for play **begins and ends on time**. After the time allowed (10 minutes **if court availability allows**), users will have to pay for an additional hour's rental according to the rates in effect.

You must use respectable language on the pickleball courts and within the **Outaouais Pickleball Club**. The use of vulgar, aggressive, intimidating or disrespectful language is not tolerated. Such behavior could lead to **expulsion without reimbursement**.

Appendix B – Sign – Mandatory non-marking soles

<p>NOTICE</p>  <p>No outdoor footwear</p>	<p>OBLIGATOIRE MANDATORY</p> <p>Non Marking Sole</p>  <p>Semelle Non Marquante</p>	<p>AVIS</p>  <p>Aucune chaussure d'extérieur</p>
 	<p><u>SEMELLES NON MARQUANTE</u></p> <p>DES DÉBRIS ET PETITES ROCHES SE LOGENT DANS LES SEMELLES ET ENDOMMAGENT LA SURFACE DES TERRAINS.</p> <ul style="list-style-type: none"> - SEMELLES PROPRES & NON MARQUANTES OBLIGATOIRES. - ASSUREZ-VOUS QUE VOS SEMELLES SOIENT SANS SALETÉ NI DÉBRIS. - VOUS POURRIEZ DEVOIR CHANGER DE SOULIERS OU ARRÊTER DE JOUER SI CEUX-CI NE RENCONTRENT PAS LES STANDARDS. <p><u>NON MARKING SOLES</u></p> <p>SMALL ROCKS OR DEBRIS GET CAUGHT IN THE SOLES AND DAMAGE OUR COURT SURFACES.</p> <ul style="list-style-type: none"> - CLEAN & NON MARKING SOLES ARE MANDATORY. - MAKE SURE YOUR SOLES ARE FREE OF DIRT OR DEBRIS. - YOU MAY BE ASKED TO CHANGE SHOES OR STOP PLAYING IF THEY DON'T MEET THE REQUIREMENTS. 	
<p>NOTICE</p>  <p>No outdoor footwear</p>	<p>OBLIGATOIRE MANDATORY</p> <p>Non Marking Sole</p>  <p>Semelle Non Marquante</p>	<p>AVIS</p>  <p>Aucune chaussure d'extérieur</p>

Appendix C – Mandatory non-marking soles



**OBLIGATOIRE
MANDATORY**

**Non Marking
Sole**



**Semelle
Non Marquante**

SEMELLES NON MARQUANTE

DES DÉBRIS ET PETITES ROCHES SE LOGENT DANS LES SEMELLES ET ENDOMMAGENT LA SURFACE DES TERRAINS.

- SEMELLES PROPRES & NON MARQUANTES OBLIGATOIRES.
- ASSUREZ-VOUS QUE VOS SEMELLES SOIENT **SANS SALETÉ NI DÉBRIS.**
- VOUS POURRIEZ **DEVOIR CHANGER DE SOULIERS OU ARRÊTER DE JOUER** SI CEUX-CI NE RENCONTRENT PAS LES STANDARDS.

NON MARKING SOLES

SMALL ROCKS OR DEBRIS GET CAUGHT IN THE SOLES AND DAMAGE OUR COURT SURFACES.

- CLEAN & NON MARKING SOLES ARE MANDATORY.
- MAKE SURE YOUR SOLES ARE FREE OF DIRT OR DEBRIS.
- YOU MAY BE **ASKED TO CHANGE SHOES OR STOP PLAYING** IF THEY **DON'T MEET THE REQUIREMENTS.**



**OBLIGATOIRE
MANDATORY**

**Non Marking
Sole**



**Semelle
Non Marquante**



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Appendix D – Sign – No outdoor footwear

