PadHaus
PADEL CLUB

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TERMS & CONDITIONS

v01, 2026

PADHAUS PTY LTD
Unit 12, 27–29 Industrial Avenue
Molendinar, QLD 4214, Australia

padhaus.com.au • info@padhaus.com.au • +61 406 464 576

Club access hours: 5am–11pm. Staffing hours may vary;
unstaffed access is available only for eligible,
confirmed bookings during designated access periods.

1. General terms & definitions

1.1 About these Terms

These Terms & Conditions (Terms) apply to access to and use of PadHaus, including court bookings, padel play, memberships, coaching, tournaments, social or corporate events, equipment hire, the pro shop, snack bar and other facilities or services offered by PadHaus Pty Ltd (PadHaus, we, us or our) at Unit 12, 27–29 Industrial Avenue, Molendinar QLD 4214 (Club).

By making a booking, purchasing or using a membership, participating in a program or event, hiring equipment, entering the playing areas, or using Club facilities, you agree to these Terms and any reasonable safety instructions and Club rules displayed at the Club or provided by staff.

1.2 Definitions

Booking — a reservation for a court, coaching session, event, program or other service.

Member — a person whose membership has been accepted by PadHaus and is current.

Founding Member — a person who purchases a PadHaus Founding Membership under section 7.

Founding Number — the unique number or identifier assigned to a Founding Member for lifetime recognition.

Participant — any person who plays padel, takes part in coaching or an event, or otherwise participates in an activity at the Club.

Peak Hours / Off-Peak Hours — the periods designated by PadHaus from time to time and communicated through the booking platform, website or Club notices.

Services — court hire, memberships, coaching, events, equipment hire, retail, snack bar and other services provided by PadHaus.

1.3 Changes to these Terms

PadHaus may update these Terms from time to time. Where a change materially affects an existing membership or a prepaid service, PadHaus will provide notice where required by law. Changes will not retrospectively remove rights already accrued or override a consumer's rights under applicable law. The version applying to a Booking or purchase will be made available before the customer commits where practicable.

1.4 Applicable law

These Terms are governed by the laws of Queensland, Australia. The parties submit to the non-exclusive jurisdiction of the courts and tribunals of Queensland. Nothing in these Terms limits any non-excludable rights under the Australian Consumer Law, the Competition and Consumer Act 2010 (Cth), or other applicable legislation.

1.5 Contact

For questions, complaints or notices, contact PadHaus at info@padhaus.com.au or +61 406 464 576.

2. Participation, risks and safety

2.1 Inherent risks of padel and physical activity

Padel is a physical sport and involves inherent risks, including sudden movement, running, changes of direction, falls, collisions with other players or court structures, impact from a ball or racket, equipment failure, and muscle, joint, eye or other injuries. Risks may arise from a participant's own actions, the actions of others, the condition of equipment, or the playing environment.

You must assess your own ability to participate, warm up appropriately, use suitable footwear and equipment, and stop playing if you experience pain, dizziness, shortness of breath or another concerning symptom. If you have a health condition or are unsure whether padel is appropriate for you, seek advice from a qualified health professional before participating.

2.2 Assumption of risk

To the extent permitted by law, each Participant voluntarily accepts the ordinary and inherent risks associated with padel and other physical activities at the Club. This clause does not exclude liability for conduct or circumstances where liability cannot lawfully be excluded, including any applicable non-excludable consumer guarantees or rights.

2.3 Medical emergencies and first aid

Participants should tell Club staff promptly if an injury, illness or emergency occurs. PadHaus may contact emergency services where reasonably considered necessary. Participants authorise PadHaus to provide reasonable assistance in an emergency, but acknowledge that PadHaus is not a substitute for medical care. Any emergency contact details supplied must be accurate.

2.4 Personal belongings and equipment

Participants are responsible for their personal belongings and for using hired or Club equipment carefully. Do not use equipment that appears damaged; report it to staff. PadHaus is not responsible for loss, theft or damage to personal property except to the extent caused by PadHaus or where liability cannot lawfully be excluded.

2.5 Fitness to participate

Do not participate while impaired by alcohol, drugs or medication that affects safe participation, or if you are unwell in a way that may put yourself or others at risk. PadHaus may refuse or stop participation where reasonably necessary for safety.

3. Court bookings, payment and cancellations

3.1 Making a Booking

Bookings must be made through Playtomic Platform or another method approved by PadHaus. A Booking is confirmed when the booking system or PadHaus confirms it and any required payment or deposit has been received. The person making the Booking is responsible for providing accurate details and ensuring all players know and comply with these Terms.

3.2 Booking times and arrival

Bookings are for the stated court and time only. Participants should arrive with sufficient time to check in and prepare. Play must finish at the booked end time so the next booking can start promptly. Additional time is subject to availability and may incur an additional charge.

3.3 Booking windows and limits

Advance booking windows, maximum active bookings, session duration and any membership-specific priority access are set out in the applicable membership information or booking system. PadHaus may apply reasonable limits to ensure fair access and prevent misuse.

3.4 Fees and payment

Prices are shown in Australian dollars unless stated otherwise. Applicable court hire, coaching, event, equipment hire and other fees will be displayed before the customer commits to the purchase. The customer authorises the relevant payment method to be charged for the amount disclosed at checkout. Any additional charge must have a proper basis and be disclosed or otherwise permitted by law.

PadHaus may update court hire rates from time to time. Updated rates will be published on the PadHaus website or booking platform and will apply to new bookings made after the published effective date, which will be at least 48 hours after publication. Confirmed bookings will be honoured at the rate applicable when the booking was made.

3.5 Cancellations, changes and no-shows

Unless a different policy is clearly disclosed for a particular service at the time of booking, court bookings must be cancelled at least 24 hours before the scheduled session start time. Cancellations are managed through the Playtomic platform in accordance with the cancellation options shown at booking and the applicable Playtomic process. PadHaus will make the applicable cancellation terms available before the customer commits.

For court bookings, cancellations made at least 24 hours before the session start time receive full wallet credit. Cancellations made less than 24 hours before the session, and no-shows, ordinarily forfeit the booking fee and do not receive credit. These rules are subject to any different terms disclosed for coaching, events or other services and to any refund or other remedy required by law. If Playtomic's displayed policy conflicts with these Terms, these Terms apply to the extent permitted by law.

- Cancellations at least 24 hours before a court booking: full wallet credit.
- Cancellations less than 24 hours before a court booking: booking fee forfeited, with no credit, subject to applicable law.
- No-shows for a court booking: booking fee forfeited, with no credit, subject to applicable law.

If a player or group arrives late, the Booking will ordinarily still end at the scheduled time unless PadHaus agrees otherwise. Failure to attend does not automatically entitle the customer to a refund or credit, subject to the disclosed cancellation policy and applicable law.

If PadHaus cancels a confirmed Booking, or a court or facility becomes unavailable or unusable, PadHaus will offer an appropriate rescheduling option, credit or refund as required by the circumstances and applicable law. If an access or automation failure prevents a customer from accessing a confirmed booking, the customer should contact PadHaus using the designated contact method; PadHaus will assess the issue and provide an appropriate remedy in accordance with applicable law.

3.6 Club closures and unsafe conditions

Although PadHaus is an indoor club, courts or facilities may occasionally be unavailable due to maintenance, damage, power or building issues, emergencies, safety concerns, regulatory directions or other circumstances beyond PadHaus's reasonable control.

3.7 Court conduct

Players must follow posted court rules and staff directions, use courts only for their intended purpose, and leave the court promptly at the end of the Booking. Do not climb on court glass, fencing or nets, strike equipment against the court structure, or behave in a way that risks damage or injury.

4. Equipment hire, damage & reporting

4.1 Equipment hire

PadHaus equipment, including padel rackets and balls, is available for hire at the Club's front desk or through the rental vending machine, where available, subject to availability and applicable hire fees. All hired equipment must be returned promptly after use to the designated return point and in the same condition in which it was received, allowing for reasonable wear and tear.

Any hired equipment that is lost, damaged beyond reasonable wear and tear or not returned must be reported to PadHaus staff or through the designated contact method if the Club is unstaffed. The customer responsible may be charged the reasonable repair or replacement cost, taking account of the circumstances and any applicable disclosed charge, subject to applicable law.

4.2 Damage to Courts and Facilities

Players must immediately report any damage to the courts, equipment, fixtures or other Club facilities to PadHaus staff as soon as they become aware of it. If the Club is unstaffed, the damage must be reported to PadHaus through the designated contact method as soon as reasonably practicable.

Customers may be held responsible for the reasonable cost of repairing or replacing property damaged by them or their guests through misuse, negligence or a breach of these Terms & Conditions, subject to applicable law.

5. Unstaffed Hours & Smart Padel Access

5.1 Access During Unstaffed Hours

PadHaus may permit members and customers to access and use the Club outside staffed operating hours through an automated access system integrated with the Playtomic booking platform. This system may enable access to the Club and its facilities without staff being physically present.

5.2 Automated Access and Facilities

Bookings during unstaffed hours may be managed through Smart Padel automation integrated with Playtomic. The system may use automated access-control technology, including smart locks, keypads, QR codes or other approved access methods, and may automatically control court lighting, ventilation and other connected facilities.

Access codes or other entry credentials may be activated for a limited period associated with a confirmed booking. Members and customers must follow all access instructions provided by PadHaus, must not share access codes or credentials with unauthorised persons, and must not allow unauthorised persons to follow them into the Club. Only persons covered by the booking or otherwise authorised by PadHaus may enter.

5.3 Member and Customer Responsibilities

Members and customers using the Club during unstaffed hours are responsible for:

a. ensuring that they and their guests enter and use the Club safely and in accordance with these Terms & Conditions and all displayed Club rules;

b. assessing the condition of the Club and relevant facilities upon arrival and before use, and refraining from using any facility they reasonably consider unsafe, damaged or unsuitable;

c. ensuring that all participants in their booking leave the Club promptly at the end of their booking, unless they have a further confirmed booking or other express authorisation to remain;

d. ensuring that doors and access points are properly secured after entry and departure;

e. supervising any guests or minors for whom they are responsible and ensuring that all persons in their booking comply with Club rules; and
f. reporting any accident, injury, damage, safety concern, equipment malfunction or access-system issue to PadHaus as soon as reasonably practicable.

5.4 Automated Equipment and Services

Automated systems may control court lighting, access, equipment hire and vending machine facilities. The availability and operation of these systems may depend on the relevant booking, equipment functionality, third-party service providers and other operational conditions. PadHaus does not guarantee uninterrupted operation of automated systems and may need to suspend or restrict access where required for safety, maintenance, security or operational reasons.

5.5 Safety and Emergencies

Members and customers must familiarise themselves with the emergency procedures and emergency contact information displayed at the premises. Emergency exits must remain unobstructed and must never be locked or obstructed in a way that prevents safe egress. In an emergency, contact emergency services where necessary and notify PadHaus as soon as practicable. If an access, lighting or other automated system fails, stop using any affected area if safety may be compromised and contact PadHaus through the designated contact method. No person may enter restricted areas, interfere with access-control equipment or attempt to override automated systems.

5.6 Compliance

Access to the Club during unstaffed hours is conditional on compliance with these Terms & Conditions, the applicable booking conditions and any instructions issued by PadHaus. PadHaus may suspend or withdraw unstaffed access privileges where reasonably necessary due to safety, security, misuse of access credentials, breach of Club rules or operational requirements.

6. Memberships — general conditions

6.1 Membership types

PadHaus may offer different membership products, including regular memberships, VIP memberships and the Founding Membership. Benefits, fees, duration, eligibility and special conditions vary by product and will be communicated in the applicable membership description. The Founding Membership is governed by section 7.

6.2 Personal and non-transferable

Unless PadHaus expressly agrees otherwise in writing, a membership is personal to the named member and may not be sold, transferred, assigned, lent or shared. Membership benefits and discounts may only be used by the member and may not be exchanged for cash.

6.3 Commencement and duration

The start date and duration of each membership will be stated at purchase. A membership does not begin until the purchase is accepted and payment is received, except where its product-specific terms provide otherwise.

6.4 Member obligations

Members must keep their contact and payment details current, follow these Terms and Club rules, treat staff and other users respectfully, and ensure any guests they bring comply with the rules. Members are responsible for bookings made using their account.

6.5 Fees, failed payments and changes

Membership fees and payment frequency will be disclosed before purchase. If a payment fails, PadHaus may contact the member and, after reasonable notice where appropriate, suspend membership benefits until the issue is resolved. Any fee change for an ongoing membership will be notified in advance where required by law and will not override applicable consumer rights.

6.6 Cancellation, expiry and refunds

Cancellation, expiry, renewal and refund arrangements depend on the membership product and must be disclosed before purchase. The applicable product terms will state whether a membership is prepaid or recurring, how the member can cancel, when cancellation takes effect and whether any notice period applies. Prepaid membership fees are not refundable solely because of a change of mind or unused benefits, except where a refund or other remedy is required by law. This clause does not affect statutory rights.

6.7 Suspension or termination

PadHaus may reasonably suspend or terminate a membership for serious or repeated breaches of these Terms, abusive or unsafe conduct, fraud or misuse of membership benefits, unpaid amounts after reasonable notice, or where required for legal or safety reasons. Where practicable, PadHaus will explain the reason, give the member an opportunity to respond, and allow a reasonable opportunity to remedy the breach where appropriate. Refunds, if any, will be assessed under the applicable product terms and law.

6.8 Membership does not guarantee availability

Membership benefits are subject to operating hours, availability, booking limits, event capacity and any stated exclusions. Membership does not guarantee access to a particular court, coach, event or time slot.

7. PadHaus Founding Membership

7.1 Fee and term

The PadHaus Founding Membership is limited to 50 members and is payable as a one-time payment. The initial membership term is 12 months from PadHaus's official opening day, as notified by PadHaus to the member. The Founding Membership's 12-month benefits period begins on that opening day, not the purchase date. If the opening is materially delayed, members may contact PadHaus to discuss their options; nothing in these Terms limits any remedy available under applicable law.

You must be 18 years of age or older to purchase a Founding Membership.

7.2 Founding Member benefits

During the 12-month term, and subject to these Terms, availability and the specific conditions below, a Founding Member receives:

- Free off-peak court hire for the Founding Member. The Founding Member's own participation is free; other players may be required to pay their share of the court hire or other applicable charges.
- Peak court hire at $15 per hour for the Founding Member. Other players may be required to pay their share of the court hire or other applicable charges.
- 10% off eligible coaching sessions.
- 10% off eligible purchases from the pro shop and snack bar. This discount does not apply to purchases from ven ding machines.
- Six guest passes, subject to the guest-pass conditions communicated by PadHaus.

- Priority booking access 21 days in advance, subject to booking limits and availability.
- Access to a private Founding Members-only WhatsApp group, subject to the group's rules and platform terms.
- Racket and ball hire included for the duration of the game, subject to availability and reasonable use.
- Exclusive access to designated members-only events.
- Priority access to tournaments and social events before general members, subject to capacity, eligibility and registration requirements.
- Lifetime recognition of the Founding Member's unique Founding Number.
- A welcome Founding Member gift bag, provided in accordance with arrangements communicated by PadHaus.

7.3 Conditions applying to benefits

Unless PadHaus confirms otherwise in writing:

- Benefits are personal to the named Founding Member and cannot be transferred, sold, shared or exchanged for cash.
- Off-peak and peak periods are those published by PadHaus from time to time. Current times are available on the PadHaus website at www.padhaus.com.au.
- Free off-peak court hire applies to the Founding Member's own participation only. Other players may be charged their share or another disclosed fee. The benefit is subject to court availability, booking limits and any fair-use rules notified by PadHaus.
- The $15 peak rate is charged per hour, not per court, and applies to the Founding Member's own participation. The booking system must show the total payable by the member before the Booking is confirmed, including any minimum duration or applicable booking fee. Other players remain responsible for their disclosed share of court hire or other applicable charges.
- The 10% discounts apply only to eligible items or services. Discounts do not apply to gift cards, already-discounted products, third-party services or other excluded items unless stated otherwise. Discounts cannot be combined with other offers unless PadHaus expressly permits this.
- Guest passes must be used in accordance with the guest-pass rules notified by PadHaus, may be subject to advance registration and capacity, and have no cash value. Unless the applicable guest-pass rules state otherwise, a guest pass covers only the benefit expressly described by PadHaus; any additional court-hire share, equipment hire or other charge must be disclosed before booking. A guest must comply with these Terms.
- Included racket and balls hire are subject to availability. Lost, damaged or unreturned equipment may incur a reasonable replacement or repair charge where permitted by law and disclosed to the customer.
- The 21-day priority booking window gives Founding Members the opportunity to book 21 days ahead; it does not guarantee a particular court or time.
- WhatsApp group access is subject to the platform's own terms and privacy practices. Members should not post another person's personal information without permission.
- Event and tournament priority is priority of access to register, not a guarantee of a place, entry, prize or particular event schedule.

7.4 Founding Number recognition

PadHaus will assign each Founding Member a unique Founding Number for lifetime recognition. The recognition of the number is intended to be permanent, but it does not mean the membership benefits continue for life. The paid Founding Membership benefits last for the 12-month term unless renewed under a separate arrangement.

7.5 Renewal after 12 months

At the end of the initial 12-month term, the Founding Membership benefits expire unless the member enters into a separate renewal arrangement offered by PadHaus. Any renewal fee, duration, benefits and conditions will be communicated separately before the member agrees to renew. Renewal is not automatic unless expressly agreed in writing. This Membership does not auto-renew.

7.6 Opening date changes

If PadHaus's opening date changes, PadHaus will notify Founding Members of the revised official opening day. The 12-month term will run from the official opening day as ultimately notified. This clause does not limit any rights a purchaser may have under applicable law if the opening is materially delayed or the membership cannot be supplied.

7.7 Founding Membership cancellation and transfer

The Founding Membership is purchased as a one-time prepaid product. It is not transferable and cannot be resold. The fee is non-refundable for a change of mind, except where a refund or other remedy is required under the Australian Consumer Law or other applicable law.

7.8 Payment

Payment is processed by credit card through a payment link provided at the time of joining. No partial payments, instalments or payment plans are available.

Payment confirms your acceptance of these Terms and triggers the assignment of your Founding Number.

PadHaus reserves the right to decline a Founding Membership application on reasonable grounds. Where an application is declined after payment, a full refund will be issued within 5 business days.

8. Coaching, tournaments, social events and programs

8.1 Booking and payment

Coaching sessions, tournaments, social play, corporate events and other programs may require separate registration, payment, participant information or acceptance of additional event-specific rules. A place is confirmed only when PadHaus confirms registration and any required payment is received.

8.2 Cancellations and substitutions

Cancellation, rescheduling, substitute-player and refund rules for a coaching session or event will be disclosed at registration. If PadHaus cancels or materially changes an activity, it will offer an appropriate alternative, credit or refund as required by the circumstances and applicable law.

8.3 Coaching outcomes

Coaching is provided for sporting instruction and skill development. PadHaus and its coaches do not guarantee a particular level of improvement, competitive result or fitness outcome. Participants must follow coach instructions and disclose relevant safety concerns.

8.4 Events and tournament rules

Participants must follow the rules, format, eligibility criteria, scheduling requirements and directions communicated for each event. PadHaus may make reasonable changes to fixtures, formats, coaches or schedules for safety, fairness, operational or other reasonable reasons. Any material change or cancellation will be handled consistently with applicable law.

Only coaches employed or contracted by PadHaus, or otherwise expressly approved by PadHaus in writing, may deliver coaching at the Club. Unauthorised coaching, including coaching by members, guests or external coaches who have not been approved, is not permitted. PadHaus may require the activity to stop and may take reasonable action under these Terms, including suspension or termination of membership for serious or repeated breaches, subject to applicable law and any appropriate opportunity to respond.

Only coaches employed or contracted by PadHaus may deliver coaching at PadHaus Club. Unauthorised coaching, including coaching by members, guests, or external coaches not approved by PadHaus — is not permitted and may result in immediate removal from the venue and suspension or termination of membership.

9. Juniors and minors

Where PadHaus permits a person under 18 to participate, a parent or legal guardian must provide any required consent and emergency information and must ensure the minor follows the applicable rules. The parent or guardian must confirm whether the minor may attend or participate without direct supervision, in accordance with PadHaus's published junior policy.

PadHaus may set minimum ages, supervision requirements, drop-off and collection procedures, photography permissions and separate child-safety rules for coaching, camps or events. These requirements must be communicated before a junior program is booked. A parent or guardian's agreement does not remove any legal rights belonging to the minor.

10. Club rules and code of conduct

Respect and behaviour

Treat other players, staff, coaches, contractors and visitors respectfully. Harassment, discrimination, bullying, threats, abusive language, intimidation, fighting or deliberate disruption are not permitted.

Safety and instructions

Follow signage, court rules, emergency procedures and reasonable staff instructions. Do not enter closed areas or use facilities for a purpose not permitted by PadHaus.

Appropriate equipment and footwear

Sports-appropriate clothing required (activewear, sport shorts, sports shirts). Use suitable non-marking court footwear and safe equipment. Do not bring glass containers or other hazardous items into playing areas.

Damage and cleanliness

Use courts, glass, nets, lockers, showers, furniture and equipment carefully. Report damage or hazards promptly. Users may be charged for damage they intentionally or negligently cause, to the extent permitted by law.

Alcohol, drugs and smoking

Do not play or participate while impaired. Alcohol may only be consumed in areas and at times where PadHaus permits it and in compliance with applicable laws, licensing conditions and staff directions. Smoking and vaping are prohibited except in any area expressly designated as permitted by law and PadHaus.

Food and drink

Food and drinks must be kept out of playing areas unless expressly permitted. Follow all posted snack bar and facility rules.

Photography and recording

Do not photograph, film or record another person in a way that is intrusive, unsafe or contrary to posted rules. Obtain appropriate permission before capturing identifiable images of children or using images for commercial purposes.

Pets and assistance animals

Animals are not permitted in playing or operational areas except where required by law or expressly approved by PadHaus. Assistance animals will be accommodated as required by law.

Removal from the Club

PadHaus may refuse entry or require a person to leave where reasonably necessary for safety, legal compliance, serious misconduct or protection of people or property.

11. Facilities, pro shop and snack bar

Facilities such as showers, seating, pro shop and snack bar are provided subject to availability, operating hours and any specific posted conditions.

Retail and snack bar purchases are subject to the prices and conditions displayed at the point of sale. Any allergy or dietary information provided is general only unless expressly confirmed by staff; customers with serious allergies should check ingredients and cross-contamination risks before purchasing.

The Club may sell or serve alcohol only where authorised and subject to applicable licensing laws, responsible service requirements, age restrictions and staff directions. Customers must provide proof of age when requested.

12. Privacy, CCTV and communications

12.1 Personal information

PadHaus collects personal information such as names, contact details, date of birth where relevant, booking and membership details, payment status, emergency contact information and communications with the Club. Information is used to administer bookings and memberships, deliver services, manage safety and security, process payments, respond to enquiries and communicate operational updates.

PadHaus may disclose relevant information to service providers where reasonably necessary to operate the Club, including booking and payment platforms, IT providers, coaches, contractors, insurers, professional advisers and emergency services. PadHaus will handle personal information in accordance with its Privacy Policy and applicable privacy law. PadHaus should make its Privacy Policy available before or at the point personal information is collected.

12.2 CCTV and security systems

CCTV or other security monitoring may operate at entrances, reception, courts, common areas, retail/snack bar areas and car parks for safety, security, incident investigation, loss prevention and venue management. CCTV will not be placed in bathrooms, change rooms or other private areas where individuals reasonably expect privacy. Signage will be used where appropriate.

12.3 Marketing, photography and video recordings

PadHaus may photograph or video record activities at the Club, including games, coaching sessions, tournaments and social events. General notices will be displayed where recording may occur. Where PadHaus intends to use an identifiable person's image or likeness in promotional or marketing material, it will seek consent where appropriate or required by law and provide a reasonable way for people to raise an objection or opt out of promotional use.

Members, guests and visitors who do not wish to be photographed or filmed for promotional purposes should notify PadHaus through the booking process or contact staff. PadHaus will take reasonable steps to communicate the request to relevant personnel and avoid using that person's image in promotional material. This request may not prevent incidental capture in general venue footage or security CCTV, where lawful.

Attendance at or participation in Club activities does not, by itself, constitute consent to the use of an identifiable person's image or likeness in promotional or marketing material. Any consent requested by PadHaus should be clear, informed and voluntary, and may be withdrawn for future use where practicable, subject to applicable law.

You must not photograph or film in bathrooms, change rooms or other private areas. You must not publish or share images or videos of other members, guests, children, staff or visitors in a way that is offensive, misleading, invasive, unsafe or contrary to applicable law or the Club's reasonable rules.

For children and other individuals who may require special consent arrangements, PadHaus will use additional consent procedures where appropriate or required by law.

12.4 WhatsApp, Playtomic and third-party platforms

Where members use a WhatsApp group, Playtomic or third-party platforms, that service is operated by the relevant third party and is also subject to its own terms and privacy policy. PadHaus does not control the third party's systems. Members should avoid sharing sensitive personal information in group chats.

13. Complaints, incidents and feedback

Please raise complaints or report incidents with PadHaus staff or contact info@padhaus.com.au. Provide the date, relevant booking or membership details and a clear description of the issue. PadHaus will consider complaints fairly and respond within a reasonable time. Nothing in this process limits a customer's right to pursue a remedy available under law.

14. Liability and consumer rights

To the extent permitted by law, PadHaus is not responsible for loss, injury or damage arising from a participant's failure to follow safety instructions, misuse of equipment, conduct of other participants or risks inherent in physical activity, except to the extent the loss, injury or damage is caused by PadHaus's negligence, breach of contract or other conduct for which liability cannot lawfully be excluded.

Nothing in these Terms excludes, restricts or modifies any guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable legislation. Where permitted by law, PadHaus's liability for a failure to comply with a non-excludable consumer guarantee is limited to the remedies available under that law.

Participants should consider whether they have appropriate personal accident, health or other insurance for their circumstances. This is not a condition of participation unless PadHaus expressly notifies a requirement for a specific event or activity.

15. General provisions

15.1 Severability

If any provision of these Terms is invalid or unenforceable, it will be read down to the minimum extent necessary or severed, and the remaining provisions will continue to operate.

15.2 No waiver

A failure or delay by PadHaus to enforce a provision does not waive its right to enforce that provision later.

15.3 Third-party services

Some services may be supplied by third parties. Where a third party's own terms apply, those terms will be made available where relevant. Nothing in this clause removes PadHaus's responsibilities under applicable law.

15.4 Entire agreement and additional terms

These Terms, together with any product-specific terms, booking conditions, event rules and policies made available to you, form the agreement relating to your use of the relevant PadHaus Services. If a product-specific term conflicts with these general Terms, the product-specific term applies to that product only to the extent of the inconsistency, subject always to applicable law.


PadHaus