



## CLUB SOCIAL SESSIONS - FAQ's

### What are the club sessions?

The club sessions are open to all, are organised by the club and take place on set days/times weekly. There are 5 different ones and they are open to members and non-members. Rackets and balls are provided and places must be booked on the app. Players roll on and off the pitch depending on numbers (max 12 per session over 2 courts)

### Who organises the club sessions?

The organisation of the sessions is done by the Padel Committee but players organise themselves once at the session.

### What are the different sessions and when are they?

Monday Club Lunchtime 13.00-15.00 £6

Tuesday Ladies Morning 10.00-12.00 £8

Wednesday Club Night 18.30-20.30 £10

Thursday Club Morning 09.00-11.00 £8

Thursday Club Morning 11.00-13.00 £8

Sunday Club 16.00-18.00 £8

### What does a Session cost?

Full price cost / silver member cost / gold member cost

Monday £6 / £5.40 / £4.80

Tuesday £8 / £7.20 / £6.40

Wednesday £10 / £9 / £8

Thursday £8 / £7.20 / £6.40

Sunday £8 / £7.20 / £6.40

### How do I join a session?

All the sessions are on the app and this is how you are able to see availability and book yourself on. Go to Activities (top banner) on the app and then Padel Club Sessions 2026

### When can I book a session?

Sessions are available to book in advance depending on your membership. Gold members (currently closed to new members) can book 15 days in advance, Silver members (available to all; purchase annual club membership £40) 10 days in advance and Pay n Play 5 days in advance.

## Do I have to book to join a session?

Yes you can only join a session if you have booked a place as all sessions have an upper limit of 12 places across 2 courts.

## How do I cancel my place on a session?

If you need to cancel your place on a session this can be done via the app. **You must do this 24hrs before the session to guarantee a credit to your balance.** Go to your schedule, find your session and 3 dots appear, click cancel session.

If less than 24hrs before, you will lose your money unless a substitute can be found (except in exceptional circumstances at the discretion of the clubhouse manager email [admin@mardensportsclub.com](mailto:admin@mardensportsclub.com)). You won't be able to cancel your session but you can send a substitution link to the whatsapp chat/your contacts on the app. If someone books themselves on then you will receive a credit.

## Do I have to be a member to join a session?

No you don't need to be a member to join a session but you do need to register on the app.

## How do I determine if a session is the right level for me?

All the sessions have their own identities and regulars. Unfortunately it is difficult to define exactly what level it is as who plays varies. If in doubt join the whatsapp group and you will receive advice.

## What do I do when I arrive at the club for my session?

Please come up to the bar to check in and get a racket if you need one. You will then be directed down to the courts. Try and arrive 10 minutes before the session start time to ensure players can get organised. NB for the 9am session play cannot start before 9am and players should not arrive earlier than 8.50am.

## How do I find out if a session is cancelled due to weather?

You can see the number of players attending a session on the app. If the weather is looking inclement you can cancel your place up to 24hrs before. If the clubhouse deems the weather unsuitable on the day (or the number of attendees is less than 4) they will credit any participants still registered for the session.

## What happens if there aren't enough participants?

The Padel Committee will monitor the sessions to ensure there are at least 4 players. Whatsapp chats will advise the current state of play so please do check there. If there 6 players or less 24hrs before the session one court will be cancelled. If the session is cancelled due to lack of participants fees paid will be credited to your balance.

## What happens if there are too many participants?

Once the maximum of 12 has been reached, the system operates a waiting list option which you can sign up for. Up to 24hrs before should a player leave the session an email will be automatically sent to all players on the waiting list and you will be given the option to take that place **ON A FIRST COME FIRST SERVED BASIS**. Within 24hrs any players cancelling their place are required to find a replacement which they do by sending a link either to the whatsapp chat or to individuals they know may be interested. If a replacement is found their fee is returned to their balance.

## **Are the sessions coached?**

No, currently no club sessions are coached.

## **What age do you have to be to join a session?**

Players must be 16 or over to join a session and have a responsible adult present.

## **Do I need my own racket/balls?**

Rackets can be borrowed for a club session (included in cost) and club balls are provided.

## **Will there be somebody to help me if I have never played padel before?**

You will generally find that other players in a session will be very helpful however we suggest that if you have never played before you book a taster session with our coach. Whilst it is very easy to pick up the basics you may find it tricky to immediately start playing matches. Our coach can be contacted via email [padelcoachingmsc@gmail.com](mailto:padelcoachingmsc@gmail.com)

## **Who do I contact if I have a question about club sessions?**

Please do join the whatsapp groups <https://chat.whatsapp.com/FhFgV5SYFrZAoJ7oiS3Nld> as most answers can be found there, check the website or failing that contact [Padel@mardensportsclub.com](mailto:Padel@mardensportsclub.com)

## **APP - How to book Club Sessions**

### **Top banner Activities**

**Click**

### **Padel Club Sessions**

**Click**

**Choose a session**

**Click**

**Book**

**Choose payment method - pay with balance if available or Card payment**

**Once you are booked in you will see your booking in your schedule - click top left for drop down menu and go to My Sessions**

### **To add to waiting list**

**Go to the session you wish to join it will identify as Full session and click waiting list**

### **To get substitute link (less than 24hrs before)**

**Go to My Sessions and click to choose Find a substitute**

### **To cancel your session (min 24hrs before)**

**Go to My Sessions and click**