



Club Pickleball Outaouais

# CPO - TERMS AND CONDITIONS

Version 2025.05.27





## Club Pickleball Outaouais

455 Chemin McConnell, Gatineau Québec J9J 3M3  
(873) 456-0316 [info@clubpickleballoutaouais.com](mailto:info@clubpickleballoutaouais.com)

# Terms and Conditions

## Cancellation and modification policy

### Cost and restrictions related to court reservation

Pickleball court reservations can be made via the **Club Pickleball Outaouais** website (<https://www.clubpickleballoutaouais.com/>).

**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.

If a group wishes to rotate players on a court, each excess player must pay the unit rate, available in the '**Pricing policy**' section.

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**.

The **member rate** applies when all players in the group are members. Any group with a non-member will be charged a **non-member surcharge** before the start of the booking. The surcharge applies only once to the group and for each hour of rental.

If the **reservation is made by a non-member**, the **non-member rate** applies to the reservation.

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 **booking is made by a member** and **one of the players is not a member**, the **member rate** applies to the booking, but the **non-member surcharge** must be paid before play starts. The **non-member surcharge** applies only once to the member rate for each hour of rental.

A member who reserves a court does not have to pay a non-member surcharge for **children under 25 living at the same address**.




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### Pricing policy


### PRICING POLICY

- Maximum **four players per court**.
- Rotations allowed at the **unit rate per additional player**.
- A **non-member surcharge** must be paid before playing if at **least one guest** (non-member) is **part of the group**.
- Members do not have to pay a surcharge for children under 25 living at the same address. Proof of identity may be required.
- Each player must sign the **liability waiver**.




	Member	Non-Member
Hourly Rate	\$37.50	\$42.50
Surcharge for Non-Members	\$5.00	N/A

*Payable before playing if a non-member guest is part of the group for any reservation made by a member. (Taxes included)*



4 Members - 37.50\$



Non-Member(s) - \$42.50  
\$37.50 + \$5.00\*

\* Non-Member surcharge payable before playing.

Children under 25 living at the same address as their member parent do not have to pay the non-member surcharge.  
\* Identification may be required.

#### Refund Policy

##### MEMBER

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

##### NON-MEMBER

- Cancellations made **more than 24 hours before the start of the rental period** may be refunded subject to an **administration fee of \$10.00** payable for each hour of rental.
- It is possible to **move the reservation** to a later date, free of charge, only if the change is requested **more than 24 hours before the start of the rental period**.
- 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 [operations@clubpickleballoutaouais.com](mailto:operations@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 **\$10.00** fee to cover administrative costs.
- Cancellations made **less than 24 hours before the start of the rental period** are **non-refundable**.
- It is possible to postpone the reservation to a later date without charge, but only if the request is made more than 24 hours before the start of the rental period and only by telephoning the centre.

#### Refund of activity fees in the event of injury

Participants who are registered in a CPO activity may be reimbursed, on a pro rata basis for the remaining weeks, only in the event of injury. To obtain a refund, participants are responsible for finding a regular replacement to fill their vacant place.

#### 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 [operations@clubpickleballoutaouais.com](mailto:operations@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.

For more information on the reimbursement of subscription fees, see the **'Annual subscription (membership card)'** section.



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### Annual subscription (membership card)

#### Benefits of annual membership (membership card)

Annual membership of the Club Pickleball Outaouais offers members the following benefits:

1. Discounted hourly rate of **\$37.50** (tax included) for court rental for **up to 4 people**.
2. Court reservations **up to 7 days in advance**.
3. **Priority access** to CPO leagues and special activities.
4. **10% discount** on Pickleball items at **Sports Experts** du Plateau.

#### Automatic renewal of annual membership

Annual memberships are automatically renewed when they expire. Your payment card will be debited on the expiry date of the subscription. If the payment is refused, you will be contacted to finalise the transaction.

#### Refund of automatic renewal of subscription fees (membership card)

Memberships are automatically renewable. If you do not wish to renew your CPO membership card, please contact us by e-mail at [operations@clubpickleballoutaouais.com](mailto:operations@clubpickleballoutaouais.com) and mention that you wish to stop automatic renewal. If the subscription fee has been charged to your payment card, you will receive a full refund if the request is made **within seven days of renewal**.



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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 **Club Pickleball Outaouais**. 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 **Club Pickleball Outaouais**.

I acknowledge that there are risks associated with participation in sports activities and programs offered by the **Club Pickleball Outaouais**. 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 **Club Pickleball Outaouais**, either through the reservation system or in paper format, available at the **Club Pickleball Outaouais** 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 **Club Pickleball Outaouais**, 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 **Club Pickleball Outaouais** 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 **Club Pickleball Outaouais** 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 **Club Pickleball Outaouais** 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 or beverages** other than water is allowed on the courts
7. **Water bottles** are permitted on the courts **as long as it doesn't have any added flavour** (Mio, Gatorade, energy drinks, etc).
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. To ensure the safety of the players, no bags, clothing or objects (other than paddles, balls, small towels and water bottles) are permitted inside the playing area.
10. Lockers and a shelf near the changing rooms are available to store your personal belongings during your matches. Please keep the common area free of bags and other personal items.
11. 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.
12. You must use respectable language on the pickleball courts and on the premises of the **Club Pickleball Outaouais**. The use of vulgar, aggressive, intimidating or disrespectful language will not be tolerated. Such behaviour may lead to **expulsion without refund**.
13. 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 **Club Pickleball Outaouais** 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 AUX TERRAINS EST RÉSERVÉ AUX JOUEURS**

Le port de **chaussures de sportives** est obligatoire. Seuls les souliers de sport à **semelle non-marquante** sont tolérés sur les terrains de Pickleball et 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 (*clés disponibles à l'accueil*).

La **tenue sportive est obligatoire** (t-shirt, camisoles, shorts, pantalons, jupes).  
Interdiction de jouer torse nu.

Toute **nourriture** est **interdite** sur les aires de jeu, de même que les boissons énergisantes ou saveurs ajoutées à l'eau. Il est **permis** d'apporter une **bouteille d'eau** seulement si elle est sans saveur ajoutée (*Mio, ou autre*).

Seuls les **raquettes, balles, petites serviettes et bouteilles d'eau** sont admis sur les terrains. Les **sacs, vêtements ou objets personnels ne sont pas autorisés à l'intérieur de la surface de jeu** afin d'assurer la sécurité des joueurs. Des **casiers** sont mis à votre disposition afin d'y ranger vos objets personnels (*clés disponibles à l'accueil*).

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



**COURT ACCESS RESERVED TO PLAYERS**

**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 (keys are available at reception).

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

**All food is forbidden** on the play area, as well as energy drinks or flavors added to water. It is **permitted** to bring a **bottle of water** only if it has no added flavour (Mio or other).

Only **paddles, balls, small towels and water bottles** are allowed on the courts. To ensure player safety, **bags, clothing or personal items are not allowed inside the playing area**. **Lockers** are available for your personal belongings (*keys available at reception*).








Users must **respect the equipment and courts**. Any aggressive use of paddles, 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 to play **begins and ends on the hour**. 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 **Club Pickleball Outaouais**. 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><b>NOTICE</b></p>  <p><b>No outdoor footwear</b></p>	<p><b>OBLIGATOIRE MANDATORY</b></p> <p>Non Marking Sole</p>  <p>Semelle Non Marquante</p>	<p><b>AVIS</b></p>  <p><b>Aucune chaussure d'extérieur</b></p>
 	<p><b><u>SEMELLES NON MARQUANTE</u></b></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"> <li>- SEMELLES PROPRES &amp; NON MARQUANTES OBLIGATOIRES.</li> <li>- ASSUREZ-VOUS QUE VOS SEMELLES SOIENT <b>SANS SALETÉ NI DÉBRIS.</b></li> <li>- VOUS POURRIEZ <b>DEVOIR CHANGER DE SOULIERS OU ARRÊTER DE JOUER</b> SI CEUX-CI NE RENCONTRENT PAS LES STANDARDS.</li> </ul> <p><b><u>NON MARKING SOLES</u></b></p> <p>SMALL ROCKS OR DEBRIS GET CAUGHT IN THE SOLES AND DAMAGE OUR COURT SURFACES.</p> <ul style="list-style-type: none"> <li>- CLEAN &amp; NON MARKING SOLES ARE MANDATORY.</li> <li>- MAKE SURE YOUR SOLES ARE FREE OF DIRT OR DEBRIS.</li> <li>- YOU MAY BE <b>ASKED TO CHANGE SHOES OR STOP PLAYING</b> IF THEY DON'T MEET THE REQUIREMENTS.</li> </ul>	
<p><b>NOTICE</b></p>  <p><b>No outdoor footwear</b></p>	<p><b>OBLIGATOIRE MANDATORY</b></p> <p>Non Marking Sole</p>  <p>Semelle Non Marquante</p>	<p><b>AVIS</b></p>  <p><b>Aucune chaussure d'extérieur</b></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**

### Appendix D – Sign – No outdoor footwear

