Arenal Terms and Conditions of Sale

Version of 18 November 2026

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Article 1 – Scope and sellers

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1.1 These terms and conditions of sale apply to every booking, purchase and participation at Arenal, in all clubs in Belgium and the Netherlands, through any channel: the Arenal App, Roller, the Academy App, at the front desk or by quotation.

1.2 The seller is the company that operates the club where the activity takes place. For Arenal Academy lessons, this is Sport Academie VZW.

Company	Clubs / activity	VAT number
Padelworld BV	Holding	BE 0761.625.984
Duma Sports BV	Antwerpen, Bree, Knokke, Lommel, Meise, Roeselare, Verrebroek	BE 0759.843.956
Stoetel BV	Grimbergen	BE 0747.962.347
LEDAP BV	Brugge, Waregem, Mechelen	BE 0553.673.822
Arenal Nederland BV	Hoogerheide, Kerkrade, Terneuzen	NL867724523B01
Sport Academie VZW	Arenal Academy	BE 0670.547.340

Contact: support@arenal.be.

1.3 By making a booking, making a purchase or taking part in an activity, the customer accepts these terms and conditions of sale.

1.4 These terms and conditions of sale are available in Dutch, French and English. In the event of any discrepancy between the versions, the Dutch version prevails.

Article 2 – Bookings and payment

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2.1 A booking is final once it has been paid. The customer receives a confirmation in the app or by email.

2.2 Bookings for padel, tennis, padbol, squash and soccer5 are made via the Arenal App. Trampoline, Clip 'n Climb, the indoor playground and children's parties are booked via Roller. Lessons are booked via the Academy App. Group activities are booked by quotation.

2.3 All prices include VAT. Arenal does not charge transaction fees.

2.4 Split the bill. If the booker chooses "split the bill", the co-players pay their share no later than 2 hours after the end of the booking. Any amount still outstanding at that time is charged to the payment card the booker linked to their account. Without a linked card, the booker's account remains blocked until the outstanding amount has been paid.

Article 3 – Cancellation of sports bookings

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3.1 This article applies to all bookings via the Arenal App: padel, tennis, padbol, squash and soccer5.

3.2 The booker can cancel a booking free of charge up to 8 hours before the start, only via the app.

3.3 For a timely cancellation, the full amount paid is refunded as credits to the wallet in the Arenal App, regardless of the payment method used. A cash refund is not possible. Amounts already paid by co-players are returned to their own wallet.

3.4 For cancellations less than 8 hours before the start, or if nobody shows up, there is no refund, not even in credits.

3.5 A co-player can remove themselves from a booking up to 2 hours before the start of the booking. Any amount they already paid is returned as credits to their wallet. The booker cannot remove themselves, only cancel the entire booking.

Article 4 – Credits and wallet

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4.1 Credits are a balance in the wallet of the Arenal App. 1 credit is worth €1. When purchasing a credit bundle, the customer receives bonus credits, as stated in the app at the time of purchase.

4.2 Credits are valid for all bookings in the Arenal App, in all Arenal clubs in Belgium and the Netherlands. They cannot be used for Arenal Academy lessons, trampoline, Clip 'n Climb, the indoor playground, children's parties or food and drinks.

4.3 Credits do not expire.

4.4 Credits are not refunded in cash, except in the event of withdrawal from the purchase of a credit bundle in accordance with article 9.3. At the customer's request, credits can be transferred to another account via support@arenal.be.

4.5 If the customer deletes their account, all remaining credits are forfeited without compensation.

Article 5 – Leisure activities

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5.1 This article applies to single sessions of trampoline, Clip 'n Climb and the indoor playground.

5.2 The customer can cancel a session up to 2 hours before the start, by email or by phone to the club. They then receive a voucher for the amount paid. A cash refund is not possible.

5.3 For cancellations less than 2 hours before the start, or if the customer does not show up, there is no refund and no voucher.

5.4 The session starts and ends at the booked time. Anyone arriving late receives no extra time and no partial refund.

Article 6 – Children's parties

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6.1 Each club applies a minimum number of children, as stated when booking. The customer always pays for at least that minimum.

6.2 The customer can cancel a party up to 5 working days before the date. They then receive a voucher for the amount paid, valid for 1 year for leisure activities. For later cancellations, there is no refund and no voucher.

6.3 Rescheduling is possible up to 5 working days before the date, provided there is availability at another time.

6.4 The number of children can be changed by email up to 4 working days before the party. For absent children above the minimum, the customer receives a refund. If the number is changed later, the customer receives a voucher for absent children above the minimum.

Article 7 – Arenal Academy lessons

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7.1 Lessons are organised by Sport Academie VZW.

7.2 A single lesson can be cancelled free of charge up to 12 hours before the start. For later cancellation or absence, there is no refund.

7.3 For a lesson series, a missed lesson is not refunded. The participant may send a substitute free of charge, provided they notify the coach at least 12 hours in advance. If the entire group cannot attend, the coach decides whether the lesson can be rescheduled.

7.4 Lessons cannot be paid for with credits.

7.5 In Bree, Grimbergen and Terneuzen, lessons are given by an external partner school. The terms of that partner apply there.

Article 8 – Vouchers and gift cards

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8.1 A voucher is valid for 1 year from issue. It can be used for trampoline, Clip 'n Climb, the indoor playground and other leisure activities, but not for padel or food and drinks.

8.2 Gift cards are available for padel and for leisure activities. A gift card is valid for 2 years from purchase, in all Arenal clubs where the activity is offered, and only for the activity for which it was purchased.

8.3 Vouchers and gift cards are not refunded in cash, not even partially, except in the event of withdrawal from the purchase of a gift card in accordance with article 9.3.

8.4 After the expiry date, all rights of use lapse. An extension is only possible upon written request to support@arenal.be, submitted before the expiry date, and remains at Arenal's discretion.

8.5 Copying, altering or otherwise fraudulently using vouchers and gift cards is prohibited. In that case, Arenal may refuse them or declare them invalid.

Article 9 – Right of withdrawal

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9.1 Bookings, tickets, lessons, children's parties and events take place on a specific date or within a specific period. They are services related to leisure activities. The statutory 14-day right of withdrawal does not apply to these services (Belgium: art. VI.53, 12° of the Code of Economic Law; the Netherlands: art. 6:230p of the Dutch Civil Code).

9.2 Cancellation is only possible in accordance with the rules in articles 3 to 7, 14 and 15.

9.3 The purchase of a credit bundle, a gift card or an Arenalista membership is not covered by this exception. The customer may withdraw from such a purchase within 14 calendar days of the purchase, via support@arenal.be.

9.4 In the event of withdrawal, Arenal refunds the amount paid within 14 days via the same payment method. The value of credits or balance already used is deducted. Bonus credits lapse upon withdrawal. If an Arenalista membership has already been used within those 14 days, a proportionate amount is charged.

Article 10 – Cancellation by Arenal and force majeure

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10.1 Arenal may cancel an activity or close an area in the event of force majeure, a technical defect, a power cut or for safety reasons. Examples of such reasons are damage to equipment or an excessively high temperature in the hall.

10.2 Arenal then informs the customer as soon as possible. The customer chooses between:

- rescheduling the activity to another time;
- the amount paid as credits or a voucher;
- a full refund of the amount paid.

10.3 In that case, Arenal is not liable for any compensation exceeding the amount paid.

Article 11 – Participants' obligations

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11.1 Participation in all activities is at the participant's own risk. Anyone making a booking, including for a group or a party, shares these rules with all participants in advance.

11.2 Every participant follows the house rules and the instructions of staff. The house rules form an integral part of these terms and conditions and are available at https://www.arenal.be/en/faq. Anyone under the influence of alcohol or drugs may not take part.

11.3 Trampoline and Clip 'n Climb:

- Every participant completes a digital waiver before taking part. For minors, a parent or guardian does this. For groups and parties, one waiver completed by a responsible adult is sufficient.
- Trampoline: free jumping from age 6. Children aged 2 to 6 jump during toddler sessions or accompanied by a person aged at least 16.
- Clip 'n Climb: from age 6 and at least 1.10 m tall. Climbing is not allowed during pregnancy, with a cast or with medical conditions that make climbing unsafe.
- Grip socks are mandatory in the trampoline park.
- Eating, drinking and chewing gum are not allowed on the equipment and in the play zones. Jewellery, keys, phones and sharp objects stay in the lockers.

11.4 The participant is liable for any damage they cause to Arenal's equipment or infrastructure.

11.5 Only the Arenal Academy or the club's approved partner may give lessons or coaching on the courts and equipment.

Article 12 – Exclusion

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12.1 Arenal may refuse a participant access or exclude them from an activity in the following cases:

- inappropriate behaviour;
- a breach of these terms and conditions or of the house rules;
- participation while under the influence;
- a refused or missing waiver;
- no valid wristband or no grip socks;
- when staff consider that the participant is not able to take part safely.

12.2 A refusal or exclusion does not entitle the participant to a refund, credits or a voucher.

12.3 In the event of repeated or serious breaches, Arenal may block the customer's account and deny them access to all clubs.

Article 13 – Complaints

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13.1 The customer preferably reports a complaint immediately on site to staff, so that the club can resolve it.

13.2 If the complaint is not resolved on site, the customer submits it in writing within 8 calendar days after the activity to the club or to support@arenal.be, stating the date, the club and a description.

13.3 A complaint does not suspend payment. It does not in itself entitle the customer to a refund. Arenal assesses each complaint individually and responds as soon as possible.

Article 14 – Events and tournaments

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14.1 The rules of this article apply to events, leagues and tournaments. The rules or description of an event may deviate from them, provided the deviation is expressly stated there. In that case, the rules of the event apply.

14.2 Registration via the Arenal App (e.g. Padelas Bravas, Padelas Cafeínas, Nacht der Bubbels, Start2Padel): cancellation is free of charge up to 48 hours before the start. The amount is returned as credits to the wallet. For later cancellations, there is no refund.

14.3 Registration via Tournify (e.g. Winter League, Summer League, MiniMaxi): cancellation is free of charge until the end of the registration period. The amount is refunded via the original payment method. If the event has no registration period, such as the After Work, cancellation is free of charge up to 2 working days before the event. For later cancellations, there is no refund.

14.4 Registration via Tennis & Padel Vlaanderen or the KNLTB (official tournaments):

- before the end of the registration period: full refund via the platform;
- after that, with a valid reason (illness, injury, force majeure, with supporting evidence): refund, but only if a substitute is found, by the team or by the club;
- after that, without a valid reason: refund only if the team itself provides a substitute.

14.5 Anyone who cannot take part after the deadline may send a substitute. The participant informs the club as soon as possible, so that the club can help search. In competitions, the substitute must meet the level requirements of the rules.

14.6 If an event does not go ahead (too few registrations, force majeure), the participant is informed and refunded in full via the same channel as the registration: credits for the Arenal App, the original payment method for Tournify, Tennis & Padel Vlaanderen or the KNLTB. Article 10 does not apply here.

14.7 The Arenalista membership is sold by Arenal, even if registration and payment take place via Tennis & Padel Vlaanderen. The membership is not refunded, except in the event of withdrawal in accordance with articles 9.3 and 9.4. The customer requests withdrawal from Arenal via support@arenal.be, not from Tennis & Padel Vlaanderen.

Article 15 – Groups and companies

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15.1 Group activities, team buildings, school trips and sports days are booked by quotation. A quotation is non-binding and valid for 30 calendar days. The agreement is concluded as soon as the customer accepts the quotation in writing, by email or by signature.

15.2 Arenal invoices after the activity, based on the final number of participants and the actual consumption, unless the quotation states a deposit.

15.3 Cancellation by the customer must be made in writing, by email to the club where the activity was booked. The time the email is received determines which period applies. The period is calculated from the start of the activity. For cancellation of the entire activity, or of some of the courts or hours, Arenal charges per cancelled court or hour and for the associated catering:

- more than 14 days in advance: free of charge;
- between 14 days and 48 hours in advance: 25% of the normal price;
- less than 48 hours in advance, or no-show: 100% of the normal price.

A lower number of participants does not count as a cancellation: article 15.4 applies to that. For schools, cancellation due to a decision by the government or the school's education network is free of charge. In case of illness of pupils, a school may, by way of derogation from 15.4, cancel free of charge up to 48 hours in advance. After that, Arenal charges 20% per ill pupil, and 100% per pupil who does not show up without notice.

15.4 The number of participants can be changed up to 7 calendar days before the activity. After that, the last number provided is charged, even if fewer participants attend. The minimum number stated in the quotation is always charged.

15.5 Invoices are payable within 30 days. In the event of late payment by a business, statutory interest and the fixed compensation are due in accordance with the Belgian Act of 2 August 2002. For consumers, the rules of Book XIX of the Code of Economic Law apply.

Article 16 – Personal belongings

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16.1 Arenal is not liable for loss, theft or damage of personal belongings in the club, in the lockers or in the car park. Use of the lockers is free of charge and at the user's own risk.

16.2 The club keeps lost property for a limited period. After that, Arenal may give it away or destroy it.

16.3 This article does not affect Arenal's liability in the event of intent or gross negligence by Arenal or its staff.