



# Rosslare PADEL TENNIS NEWSLETTER

Welcome to our newsletter/ Padel update. As we move into the busier part of the season and the weather finally begins to cooperate, it's great to see more activity around the club. Court 2 has now reopened, giving everyone a little more flexibility with play.

There is still some additional work planned for this court, and we'll share further details as soon as we have a confirmed commencement date.

A quick reminder that our membership year runs from January to December. If you haven't yet renewed, the booking system will automatically apply the full non-member rate, so please make sure your membership is up to date before making your next booking.



## HERE ARE SOME UPDATES AND REMINDERS

### 1. CANCELLATIONS

- Cancellation period has been changed to *1 hour*.

### 2. BOOKING SYSTEM (PLAYTOMIC)

- We are not in control of the booking system.
- There is no *weather option* within the system.
- If there is a system issue, it must be reported to Playtomic.
- Their usual response is that it is a bug or system issue under review.
- Fixes can take *months*.
- Occasionally, they may provide a workaround.
- If you cannot access the system, *ring us immediately*.

### 3. BOOKINGS AND COMMUNICATIONS

- If you email, you may not receive an immediate response.
- During office hours, queries are generally handled quickly.
- At weekends, emails are monitored.
- All booking-related emails must be sent to: [info@rosslarestrand.ie](mailto:info@rosslarestrand.ie)

### 4. COMPLAINTS PROCEDURE

- Complaints must be submitted in writing to:  
[manager@rosslarestrand.ie](mailto:manager@rosslarestrand.ie)
- Do not direct complaints to staff unless it is an urgent matter.

### 5. OPENING HOURS

- The centre will reopen on *Sundays from March (10am–5pm)*.
- In *July and August*, weekend opening hours will be *9am–9pm*.
- In *January and February*, we close on Sundays unless there is a large booking.
  - The booking system will not be open.
  - You may turn up and play if a staff member is on site.
- We close at *Christmas in line with school holidays*.
  - For insurance purposes, we cannot open without a staff member present.

### 6. PADEL BOOKINGS

- The system automatically defaults to *90 minutes* for Padel bookings.
- We are unable to change this setting.

### 7. PAYMENTS

- Payment must be received *before play*. Please arrive on time to ensure your match can start as scheduled.

### 8. COURTS & MAINTENANCE

- The maintenance team will ensure to open the courts in the morning.

### 9. EQUIPMENT

- New equipment has been purchased.
- From *Easter onwards*, there will be a *charge for equipment use*.
- (€2.50 per racket or padel)
- This will help fund replacements when necessary.

### 10. ABOUT THE CENTRE

- The Community Centre operates under a *Community Service Programme*:
  - Providing local services
  - Creating employment opportunities for disadvantaged groups
- We operate as a *social enterprise*:
  - We do not receive full wage funding.
  - We must generate income to cover all operating costs.

