

Applicable Terms and Conditions:

Welcome to Spike Volleyball Club!

We want to ensure that your experience with us is as transparent and seamless as possible. Before you proceed, we kindly request you to review and understand our terms and conditions outlined below. These terms govern your use of our Application, Volleyball Courts, Amenities, and any other product provided by us. The terms and Conditions outline the rights and responsibilities of both parties.

The terms and conditions apply to any person making the booking, his/her participating players, and any spectator in our facility. By accessing, using or booking a Volleyball Court, you agree to be bound by these terms, so please take a moment to familiarize yourself with the following information. If you have any questions or concerns, feel free to reach out to our customer support team for assistance.

The Terms and Conditions are available in Arabic at the reception desk. Please ask for a member of staff for the Arabic version of the Terms and Conditions.

الشروط والأحكام متوفرة باللغة العربية في مكتب الاستقبال. يرجى طلب أحد أعضاء فريق العمل للحصول على النسخة العربية من الشروط والأحكام. من خلال الحجز / المشاركة / أو اللعب، فإنك مسؤول عن طلب والحصول على النسخة العربية من الشروط والأحكام، إذا كنت لا تفهم اللغة الإنجليزية.

Thank you for choosing Spike Volleyball Club, and we look forward to seeing you again!

Important Definitions:

- The Company - Spike Volleyball Club - Northern Arc LLC.
- The Customer / User - This refers to the individuals that access, use and participate in the booking of the volleyball court. This includes spectators. By booking the volleyball court the Customers and their fellow participants (players) are agreeing to the below terms and conditions.

- Volleyball Court - Includes the volleyball court, the volleyball net, the ball, the poles, the surrounding nets, the light poles, the amenities, the sitting area which includes the chairs and tables and the office.
- Application - Spike Volleyball Club application available on iOS and Android Play Store.
- Premises - Includes the offices, Volleyball Courts, sitting area, parking lot and amenities.

Terms and Conditions:

1. Reservation and Booking:

- Volleyball court reservations must be made in advance through our official booking system. By booking a volleyball court you will be eligible to play in only one court.
- Reservations are subject to availability on a first-come, first-served basis.
- Booking fees and any applicable VAT must be paid at the time of reservation.
- The person booking is in charge of the players/participants he/she invites and will ensure that they follow the Terms and Conditions outlined here. The person booking will also ensure that the safety guidelines are being followed at all times. Spike Volleyball Club & Northern Arc LLC will not be liable to any injuries suffered by any participant/player or spectator during their utilization of the Volleyball Court.
- Spike Volleyball Club will not provide any refunds for renting/booking the Volleyball Courts once the payments are made. All sales are final. Please carefully review your booking before finalizing.
- The booking price appearing in the Application does not include the renting of the ball. You can request to rent a ball for an additional charge at

reception. Any damages to the ball will result in extra charge of the full ball price.

- By booking the court and entering the premises or vicinity where CCTV cameras are in operation, the participants/players hereby acknowledge and grant their consent to be filmed and recorded. The CCTV cameras are installed for the purpose of security and safety. The recorded footage may be used for specific purposes such as monitoring the premises, preventing theft, ensuring safety and promotional campaigns in social media accounts (e.g. Instagram or any other Social Media platform).

2. Cancellation Policy:

- Cancellations must be made at least 24 hours in advance.
- Spike Volleyball Club reserves the right to ban a customer from booking if the customer has canceled a booking in multiple instances with less than 24 hours notice.

3. Court Usage:

- Volleyball Courts are designated for beach volleyball, FootVolley and Beach Tennis only. Any other activities are strictly prohibited. Please get in touch with a member of staff if you would like to utilize the Volleyball Court for any other activity.
- Participants must wear appropriate clothing while on the Volleyball Court and Sitting Area.

4. Duration of Play:

- Each booking is for a specified time period. Players must vacate the court promptly at the end of their reservation.
- We suggest to arrive 15 minutes before your booking to ensure you have enough time before the start of your booking.

5. Safety Regulations:

- Participants are responsible for their own safety and are expected to adhere to the recommended safety guidelines. Spike Volleyball Club / Northern Arc LLC will not be liable to any injuries or damages that may be incurred while utilizing the courts or spectating in the premises.
- Any damage to the court or equipment must be reported immediately.
- Any damage to the court, net, ball and/or surrounding equipment will be the responsibility of the participants/players.

6. Alcohol and Substance Use:

- The consumption of alcohol or illegal substances on the premises is strictly prohibited.
- Participants under the influence will be asked to leave, and no refunds will be provided.

7. Cleanliness and Waste Disposal:

- Participants/Players and Spectators are responsible for cleaning up after themselves. Please use designated trash receptacles for the disposal of waste.

8. Supervision of Minors:

- Participants under the age of 18 must be accompanied by a responsible adult.

9. Pets:

- Pets are not allowed on the beach volleyball courts.

10. Weather Conditions:

- In the event of inclement weather, the management reserves the right to cancel or reschedule bookings.

11. Code of Conduct:

- All Participants/Players and Spectators are expected to conduct themselves in a respectful manner. Any behavior deemed inappropriate may result in eviction from the premises without a refund. Spike Volleyball Club reserves the right to cancel any booking if any participant or spectator from that booking has been disrespectful to other participants, spectators and/or staff.

12. Liability Waiver:

- Participants/players and spectators acknowledge and accept any inherent risks associated with playing beach volleyball or any other sports in the Volleyball Court. Further, you acknowledge and agree that you understand all the inherent risks and understand that unforeseen circumstances may arise during the booking of the court.
- The service provided “as is” without any warranty or guarantee of any kind from Spike Volleyball Club, Northern Arc LLC and its employees.
- The management is not liable for any injuries or accidents that may occur during play or while at the premises.
- By agreeing to these terms and conditions, the participants/players and spectators release indemnify, and hold harmless Spike Volleyball Club and Northern Arc LLC and its employees, agents and representatives from any and all claims, liabilities, damages, costs and expenses arising out of or in connection with the use of the Volleyball Court.

By making a reservation/booking, participants agree to comply with these terms and conditions and adhere to the Safety Guidelines. Failure to do so may result in the cancellation of current and future bookings.