



CLUB
Pickle & Padel



PATRON HANDBOOK



Welcome to the Club!

Club Pickle & Padel is a premier facility offering 10 indoor pickleball and 4 padel courts for players of all skill levels. We are committed to providing a safe, respectful, and welcoming environment for all patrons. Download our [Club Pickle & Padel App](#) today to view membership information, book courts and connect with friends.

Hours of Operation

Monday–Friday 7:30am–9pm

Saturday 8am–9pm

Sunday 8am–6pm

Hours may vary on holidays or during special events. Announcements will be posted in advance.

Contact Information

Front Desk (847) 579-4200

Email Address info@clubpicklepadel.com

Website clubpicklepadel.com

Code of Conduct

GENERAL

- Treat staff and fellow patrons with respect and courtesy.
- Abusive language, harassment, or unsportsmanlike behavior will not be tolerated.
- Children under 14 must be supervised at all times by an adult over the age of 21.
- Dispose of trash and recyclables properly.
- Do not leave personal items unattended.

COURT CONDUCT

- Rotate courts promptly at the end of your time.
- No coaching by non-Park District of Highland Park staff.
- Spectators are not allowed on the courts.
- No music or speakers.
- Use appropriate balls for each sport (e.g., padel balls on padel courts, etc.).
- Personal ball machines or hoppers are not allowed.

ATTIRE

- Proper athletic attire and clean, smooth-soled court shoes are required.
- Outdoor shoes are not permitted on the padel courts.
- No jewelry on the padel courts.

Check-In Policy

All patrons must check in at the front desk or via the mobile app before using the courts. Upon first visit, patrons must [create an account](#) with Club Pickle & Padel if they have not done so already.

Guest Policy

Club Pickle & Padel members are responsible for their guests' behavior. In addition to adhering to all facility policies, each guest must:

- Complete and sign a waiver.
- Pay the drop-in fee per visit.

Safety & Liability

All patrons must sign a liability waiver prior to use of the facility. Any injuries or incidents should be reported to staff immediately. First aid supplies are available at the front desk.

In the event of an emergency, follow posted exit routes and staff instructions.

AUTOMATED EXTERNAL DEFIBRILLATORS (AEDS)

One Automated External Defibrillator (AED) is located near the front office area. Another AED is located near the far north wall near the padel courts.

Memberships

Premier Memberships (Monthly)

Membership renews monthly from the original date of purchase.

PLAN TYPES

- *Individual*: One person, aged 18 and older
- *Senior*: One person, aged 65 and older

PREMIER MEMBER BENEFITS

- FREE Indoor Court Time (for you)
- FREE Open Play
- FREE Outdoor Court Reservations at Danny Cunniff for your group
- Reduced Rates on Programs & Lessons
- Book Courts 10 Days in Advance
- Priority Choice for 1 Permanent Court Time
- Priority Registration 48 hours ahead of Standard Members

PREMIER MEMBERSHIP CANCELLATION POLICY

All cancellations must be completed online via your Club Pickle & Padel account or in person by completing a Premier Membership Cancellation Request form at Club Pickle & Padel. All accrued dues and other charges for which the member may be liable are due prior to the date of cancellation. If the member, because of death or disability, is unable to use or receive services contracted for, the customer, or their estate, shall be liable for only that portion of the charges allocable to the time prior to death or the onset of disability. Club Pickle & Padel shall in such event have the right to require and verify reasonable evidence of such death or disability.

Once the cancellation is complete, please allow up to 5 days for processing. When you cancel a recurring membership, you will retain access to your membership privileges at Club Pickle & Padel until the next billing date. You will not be charged on your next bill date, and you will lose access as a member to Club Pickle & Padel. If you cancel within the first 12 months of your membership, you will not be refunded the enrollment fee. Billing dates are re-occurring on the date purchased of each month.

Standard Memberships (Annual)

Membership valid August 1, 2025–July 31, 2026.

PLAN TYPES

- *Individual*: One person, aged 18 and older
- *Junior*: One person, aged 17 and under
- *Family*: Includes immediate family members under 18 living in same household
- *Senior (Single)*: One person, aged 65 and older
- *Senior (Couple)*: Two persons living in same household, aged 65 and over

STANDARD MEMBER BENEFITS

- Reduced Rates on Indoor Court Reservations (\$40/hour for Pickleball; \$80/hour for Padel)
- Reduced Rates on Open Play (\$10 vs. \$15 for Non-Members)
- Reduced Rates on Outdoor Court Reservations at Danny Cunniff for your group from May 1-September 30 (\$10/hour vs. \$20/hour for Non-Members)
- Reduced Rates on Programs & Lessons
- Book Courts 7 Days in Advance
- Priority Registration Ahead of Non-Members

STANDARD MEMBERSHIP CANCELLATION POLICY

Cancellations are not permitted for this membership type.

Court Reservations & Usage

Court reservations can be made on [our website](#) and through our [mobile app](#). Premier Members can reserve courts up to 10 days in advance, Standard Members can reserve courts up to 7 days in advance, and Non-members can reserve courts up to 1 day in advance. Walk-ins are not permitted—we ask that you reserve your courts in advance.

Late arrivals may forfeit court time after 10 minutes.

All court bookings and private lessons canceled within 24 hours will be charged.

Equipment Rentals & Purchases

Demo paddle rentals are available at the front desk. Lost or damaged rental equipment may incur a replacement fee. When renting equipment, patrons must:

- Leave a collateral item at desk (e.g., ID, phone, keys).
- Fill out the rental log/equipment check-out form each time.
- Patrons may only rent a paddle five (5) times before purchasing one.

Patrons are welcome to bring their own balls or purchase balls from our Pro Shop. We do not allow personal ball machines or hoppers.

Food & Beverages

Food and beverages other than water are not allowed on the courts. All beverages must be in a sealed container. No glass containers allowed.

ALCOHOL

- Daily alcohol sales begin at 11am and end 30 minutes prior to closing. *Times may vary depending on staff availability.*
- Alcoholic beverages are restricted to patrons age 21 and over.
- Alcohol consumption is permitted only in designated lounge areas.
- No outside alcohol allowed.

Programs & Events

Group lessons, leagues, tournaments, and other events are scheduled throughout the year. Participants must comply with the guidelines listed in this manual.

REGISTRATION

- Pre-registration is required for all programs. Register on our website, clubpicklepadel.com, or on the [Club Pickle and Padel App](#) (preferred method).
- Registration and the applicable payment are non-transferable between individuals.

Class Make-Up Policy

Adult Drill and junior classes have the opportunity for make-up classes. There are no make-ups for missed league play.

Club Pickle & Padel does not guarantee a participant's ability to make up a class that is missed. Please take a moment to call our front desk at 847.579.4200 and let us know about any future class absences to allow another participant to join. Additionally, please follow these guidelines when making up a class:

- Limit of two make-ups per session.
- Classes may only be made up during the session in which the classes were missed.
- Participant must notify the club of an absence 24 hours prior to their scheduled program; otherwise, they are not able to make up the missed class. Participant must notify the front desk, not their pro.
- Participant must make up at their level or below (not above).
- If participant misses a scheduled make-up, it will still count as a make-up.
- Make-up must take place after the class being missed.
- If scheduled make-up class becomes full, you will be notified that the spot is no longer available and your make-up will be canceled.
- If participant shows up to a class that is full, they may not attend the class.

No-Show Policy

Patrons who fail to attend a reserved court time (including PCT) or private lesson will be charged the full applicable fee.

- Pickleball court fees: \$20 for Premier members, \$40 for Standard members, and \$50 for Non-members.
- Padel court fees: \$40 for Premier members, \$80 for Standard members, and \$100 for Non-members.
- Private lesson fees vary based on the assigned professional and the patron's membership status.

24-Hour Cancellation Policy

Cancellations made less than 24 hours before the scheduled court time or private lesson will be charged the full applicable fee.

- Pickleball court fees: \$20 for Premier members, \$40 for Standard members, and \$50 for Non-members.
- Padel court fees: \$40 for Premier members, \$80 for Standard members, and \$100 for Non-members.
- Private lesson fees vary based on the assigned professional and the patron's membership status.

Program Cancellation Policy

REFUNDS

- Refunds must be requested in the [Club Pickle & Padel App](#) or in writing at the front desk at least one day before the session start date (Note: One-day or special events must be requested at least 10 days before the event start date). Refunds requested on or after the session start date will not be honored.
- Open Plays must be canceled more than 24 hours in advance in order to be used for another open play in the future. No credits or refunds provided if canceled within 24 hours of program.
- A \$12 service fee per program will be assessed if the refund is requested 10 or more days prior to the session start date. A \$24 service fee per program will be assessed if the refund is requested less than 10 days prior to the session start date. No refunds permitted if requested less than one day prior to the start date of the session.
- A full refund will be issued if a class is canceled due to lack of enrollment.
- We do our best to issue refunds as soon as possible, but sometimes delays are necessary to ensure accuracy. Refunds by check can take 2-4 weeks to issue. A refund to your charge card may be processed within 3 business days; however, the credit may not appear on your statement until the next billing cycle.

MEDICAL

A doctor's note must be provided for any health or injury-related withdrawal from a program.

Lost and Found Policy

We will keep any lost items for 30 days. After 30 days, the item will be donated.

Suspension or Termination of Privileges

Club Pickle & Padel reserves the right to suspend or revoke access to the facility for any violations of the Patron Policy Manual, without refund.



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2205 Skokie Valley Road, Highland Park, Illinois

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CLUBPICKLEPADEL.COM