

## **Terms & Conditions**

**Last updated: 10/09/2025**

### **Welcome to PickleDepot & PadelDepot (Pickle Padel Station Sdn Bhd)**

By accessing and using our website and booking system, you agree to be bound by these Terms & Conditions, which apply to all court bookings, group lessons, private coaching sessions, and related services offered through our platform.

#### **1. Services Offered**

Through this website, users can:

- Book pickleball and/or padel courts
- Register for group lessons
- Schedule private coaching
- View available programs and events

All services are subject to availability and confirmation.

#### **2. Bookings & Payments**

Our booking system is developed and maintained in-house. When you make a booking, you agree to:

- Provide accurate, complete information.
- Pay all associated fees as displayed at the time of booking.

Please note: All payments are processed through third-party vendors. Their Terms & Conditions and Privacy Policies apply separately and can be found on their respective websites.

### 3. Refund Policy

We generally do not offer cash refunds for any bookings. However, under specific conditions, you may request a refund that will be processed as credits to your account for future use. Please review the following details:

- **Free Bookings:** Free bookings can be canceled at any time before the scheduled start time. Upon cancellation, the booking will be removed, but no credits will be issued.
- **Paid Bookings:**
  - **Eligibility for Refund as Credits:** A paid booking may be eligible for a refund as credits if both conditions are met:
    - The refund is requested within 48 hours of making the booking.
    - The booking start time is more than 48 hours away at the time of the refund request.If these conditions are met, you may request a refund through your profile page. The booking will be canceled, and the equivalent amount will be credited to your account.
  - **Ineligibility for Refund:** A paid booking is not eligible for a refund if:
    - More than 48 hours have passed since the booking was made.
    - The booking start time is within 48 hours of the refund request.
    - The order associated with the booking has already been fully refunded.
    - A refund for the order is already pending.
  - **Admin-Initiated Refunds:** At our discretion, a booking may be refunded as credits even if the above conditions are not met.
- **No Cash Refunds:** Refunds will not be issued in cash or to your original payment method.
- **Non-Transferable Credits:** Credits are non-transferable, non-redeemable for cash, and can only be used for future bookings or services on our platform.

If a refund is not applicable, bookings may still be eligible for rescheduling under specific conditions (see Section 4).

### 4. Rescheduling and Cancellations

- **Weather-Related Rescheduling (e.g., Rain):** Bookings may only be rescheduled due to weather-related cancellations under the following conditions:
  - You must notify the on-duty receptionist within 15 minutes of your scheduled time slot.
  - Rescheduling is at the discretion of staff based on availability and must be confirmed on the same day.
  - Failure to notify within the given window will result in forfeiture of the session



without the option to reschedule or receive credits.

- **Cancellations:**

- **Free Bookings:** See Section 3.
- **Paid Bookings:** You may request cancellation through your profile page, subject to the refund eligibility conditions in Section 3. If eligible, a refund as credits will be issued. If not eligible, the booking cannot be canceled or rescheduled unless approved by staff.
- **Staff-Initiated Cancellations:** We reserve the right to cancel bookings due to unforeseen circumstances (e.g., facility issues). In such cases, you may be offered a rescheduling option or a refund as credits at our discretion.

## **5. User Conduct**

By using our services, you agree not to:

- Violate any applicable laws or regulations
- Engage in disruptive, unsafe, or inappropriate behavior
- Tamper with or misuse our website or booking system

We reserve the right to deny access to services for violations of these terms.

## **6. Liability Waiver**

Participation in pickleball and associated activities involves inherent physical risk. By booking with us, you voluntarily assume all risks and agree that Pickle Padel Station Sdn Bhd is not liable for:

- Personal injury
- Loss or damage to personal property
- Any indirect or consequential damages

## **7. Modifications**

We reserve the right to update these Terms & Conditions at any time. Updates will be posted on this page with the date of revision. Continued use of the site and services after changes constitutes acceptance of the new terms.