



Discover Pickleball Terms of Service

Effective Date: 1 December 2023]

1. ACCEPTANCE OF TERMS

- a) **Acceptance:** By participating in any Discover Pickleball event, league, program, court booking, or competition ("Event") at our venues, by signing up and using our booking app, or by accessing any part of our services, you acknowledge and agree to be bound by these Terms of Service.
- b) **Online Registration:** When you register for an account on our booking app, you are automatically agreeing to these Terms of Service. It's important that you read and understand them before completing your registration.
- c) **Amendment:** We reserve the right to amend these Terms, with any changes becoming effective upon posting. Your continued participation in our Events or use of the booking app constitutes acceptance of the amended Terms.

2. OUR SERVICE

Discover Pickleball organizes and operates Events at our venues.

3. VENUE TERMS

Participants are considered members. Participation may be subject to additional waivers, policies, rules, or venue-specific conditions. Failure to comply may result in restricted access.

4. ASSUMPTION OF RISK

You acknowledge the inherent risks in sports participation, including property damage, illness, injury, or death. By participating, you release Discover Pickleball from any liability related to your involvement in Events.

5. MEDICAL EXPENSES

Discover Pickleball does not reimburse medical expenses. Participants are encouraged to secure their own insurance.

6. DISCIPLINE

Participants must adhere to our Code of Conduct. We reserve the right to take necessary disciplinary actions, with decisions being final.

7. PHOTOGRAPHY

We may use images of your participation for promotional purposes through various media.

8. PRIVACY

We respect and safeguard your privacy in line with our Privacy Policy.

9. REFUNDS

a) **Refund Policy:** In the event that Discover Pickleball issues a refund for any reason (e.g., event cancellation, overcharge), the refunded amount will not be returned to the original method of payment. Instead, it will be credited to the client's balance within the Discover Pickleball booking app.

b) **Using Refund Credits:** Credits in the client's app balance can be used for future bookings or services offered by Discover Pickleball. These credits cannot be exchanged for cash.

c) **No Cash Refunds:** Please note that we do not provide cash refunds or return funds to credit cards or bank accounts.

d) **Refund Requests:** If you believe you are entitled to a refund, please contact us through the app or at our contact details provided in this policy.

10. USAGE OF COURTS AND COACHING RESTRICTIONS

a) **Non-commercial Use of Courts:** Our courts, during any free sessions offered by Discover Pickleball, are for personal, non-commercial use only. Customers or clients

from other organizations are strictly prohibited from using these sessions as an opportunity to charge for services or conduct their own coaching sessions.

b) **Coaching Arrangements:** All coaching sessions at our venues must be arranged directly through Discover Pickleball. No external coaching is permitted on the premises without our prior knowledge and written approval. This ensures the quality and safety of coaching provided at our facilities.

c) **Compliance with Policies:** Failure to adhere to these conditions may result in the revocation of court privileges

CONDITIONS OF ENTRY AT OUR VENUES

By entering our venues, you agree to the following conditions:

- Wear appropriate, non-marking shoes.
- Obey all displayed signs and staff directions.
- Children under 10 require adult supervision.
- Prohibited items: alcohol (except as sold on premises), drugs, weapons, glass, and breakable objects.
- Only service animals allowed.
- No offensive language or disruptive behaviour.
- Respect the facility and its property.
- Use designated storage for personal belongings.
- Consent required for camera or recording device use.
- Responsible for any wilful or negligent damage caused.
- We are not liable for loss, damage, injury, or death.
- Right to refuse entry or evict for any reason, including intoxication.
- CCTV in operation.

ABOUT US

Padel Australia Group Pty Ltd (Trading As Discover Pickleball) is a private company based in 88 Lambton Rd, Broadmeadow ,Australia.

CONTACT US

Discover Pickleball

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