

GEL PICKLEBALL – TERMS & CONDITIONS

1. **Booking Confirmation:**

- a. All bookings for GEL Pickleball are subject to availability.
- b. Bookings must be made through the GEL Pickleball online booking system.
- c. A booking confirmation will be sent via email upon successful completion of the booking process.

2. **Cancellation Policy:**

- a. Participants may cancel their booking by emailing stadium@geleisure.com.au.
- b. A minimum of 3 hours notice is required for cancellations to be eligible for a refund.
- c. Participants who provide less than 3 hours notice are not eligible for a refund.
- d. Refunds will be processed within 5-7 business days to the original payment method.

3. **Ticket Transfers:**

- a. Participants may request to transfer their tickets to another session or date by emailing stadium@geleisure.com.au.
- b. A minimum of 3 hours notice is required for ticket transfers to be eligible.
- c. Ticket transfers are subject to session availability.
- d. Participants who provide less than 3 hours notice are not eligible to transfer their tickets.

4. **Refund Policy:**

- a. Refunds will only be issued for cancellations made with a minimum of 3 hours notice.
- b. Refunds will not be provided for cancellations made with less than 3 hours notice.
- c. Refunds will not be provided for no-shows or partial attendance.

5. **Participant Responsibility:**

- a. Participants are responsible for ensuring their booking details are accurate at the time of booking.
- b. Participants must present their session ticket, either via phone or printout, to the supervisor at court 3 upon arrival.
- c. Participants must adhere to the rules and guidelines set forth by GEL Pickleball and Glen Eira Sport & Aquatic Centre.

6. **Insurance and Liability:**

- a. Playing insurance is included in the session fee.
- b. Participants play at their own risk and are responsible for any injuries or damages incurred during the sessions.
- c. GEL Pickleball and Glen Eira Sport & Aquatic Centre are not liable for any injuries, damages, or losses sustained during the sessions.

7. **Changes and Updates:**

- a. GEL Pickleball reserves the right to make changes to the session schedule, pricing, policies, or any other aspect of the program without prior notice.

By booking a ticket for GEL Pickleball Thursday Social Sessions, participants agree to adhere to these terms and conditions and the terms and the conditions of entry of GESAC.