

Bay Pickle Membership Terms and Conditions

Welcome to Bay Pickle's Membership Program

At Bay Pickle, we strive to ensure that everyone experiences the utmost enjoyment in their bookings, private classes, group classes, kids' sessions, and events.

At Bay Pickle, we offer three distinct membership tiers in addition to options Basic, STAR & GOLD, and non-members. Our goal is to provide a variety of flexible membership plans to cater to your needs and preferences, making it easier for you to enjoy playing pickleball. Join our membership program and discover the convenience and benefits it brings to your pickleball experience.

Non - Member:

As a non-member, you can book a court for one hour at Bay Pickle for \$600, which includes access for 4 players. Each additional player beyond the initial 4 will incur an extra charge of \$100. Enjoy your game on our courts, even if you are not a member of Bay Pickle!

Basic Member:

Membership Fee: \$1000

Membership Duration: 12 months

Prepaid Credit: \$0

Benefits:

- Events: 5% off
- Court Bookings: 5% off for all hours
- Paddles: 5% off
- Court booking today or the next day

Star Member:

Membership Fee: \$5000 (Annual fee waived)

Membership Duration: 12 months

Prepaid Credit: \$5000

Usage: Credit can be utilized for court bookings, classes, events, equipment (paddles, apparel), drinks, food, and exclusive discounts.

Benefits:

- Events: 20% off
- Court Bookings: 20% off for all hours
- Paddles: 10% off
- Advanced booking: 14 days

Top-Up Option: Opportunity to top up with \$2000 or \$3000 to maintain membership benefits.

Renewal: To continue as a Star Member, settle \$8000 after 12 months.

Gold Member:

Membership Fee: \$8000

Annual fee: Waived

Membership Duration: 12 months

Prepaid Credit: \$8000

Usage: Credit can be used for court bookings, classes, events, equipment (paddles, apparel), drinks, food, and exclusive discounts.

Benefits:

- Events: 30% off
- Court Bookings: 30% off for all hours
- Paddles: 15% off
- Advanced booking: 14 days

Top-Up Option: Ability to top up with \$2000 or \$3000 to maintain Gold membership benefits.

Renewal: Renew Gold Membership by settling \$8000 after 12 months.

Additional Membership Credits Terms and Conditions:

- All members can utilize credits for court bookings, various classes, equipment purchases, event bookings, and for food and beverages at designated locations.
- Credits are non-transferable and non-refundable once used.
- Credits cannot be exchanged for cash refunds.
- All credits have a validity of 12 months and will need membership renewal to carry forward unused credits from the previous package. Enjoy exclusive benefits as a valued Bay Pickle Member!

Court Booking terms and conditions

Peak and Non-Peak Hours:

Tin Hau:

Peak Hours: Monday to Friday, 7 PM to 11 PM & Saturdays & Sundays, 9 AM to 10 PM.

Non-Peak Hours: Monday to Friday, 12 AM to 9AM.

Tsuen Wan D Park:

Peak Hours: Monday to Friday, 7 PM to 10 PM; Saturdays & Sundays, 10 AM to 10 PM.

Non-Peak Hours: Monday to Friday, 10 AM to 4 PM.

Membership Booking and Cancellation Policies:

Basic Members:

Advance Booking: 7 days.

Peak Hours: One booking per day; one-hour booking per day during non-peak hours.

Cancellation and Refunds: No changes or refunds except under exceptional circumstances with valid documentation.

Star Members:

Advance Booking: 14 days.

Peak Hours: Two bookings within a 14-day period.

Non-Peak Hours: One booking within a 14-day period.

Cancellation and Refunds: No modifications or changes except under exceptional circumstances with valid documentation.

Gold Members:

Advance Booking: 14 days.

Peak Hours: One hour per day per booking.

Non-Peak Hours: Two hours per day per booking.

Peak and Non-Peak Hours: Two bookings within a 14-day period.

Cancellation and Refunds: No modifications or changes except under exceptional circumstances with valid documentation.

General Terms:

- All bookings are subject to availability and membership tier restrictions.
- Bay Pickle reserves the right to modify terms and conditions without prior notice.
- Valid documentation is required for cancellations or changes due to exceptional circumstances.
- Members are required to be present on the day of the booking and cannot book on behalf of others.

By booking with Bay Pickle, members agree to these terms and conditions. For further inquiries, please contact Bay Pickle directly.

Cancellation Policy for Court Booking (all to non-member & all members):

To cancel a pickleball court booking at Bay Pickle, we require written notice. If the cancellation is made less than 12 hours before the scheduled booking time, a doctor's note will be necessary to process the cancellation. In the event of a cancellation, rebooking is allowed, subject to availability. Your cooperation and understanding of our cancellation policy are greatly appreciated.

Weather Policy:

In the event of extreme weather conditions, Bay Pickle center will be closed, including the 24-hour access center, with all classes and events cancelled under the following circumstances:

- *Typhoon Signal No. 8 or above*
- *Black Rainstorm Warning*
- *any extreme weather warning issued by the National Weather Service or relevant government department will result in the closure of our facilities*

If you need to reschedule or book the court for another day, we will send out an email with instructions on how to rebook the court. Additionally, all classes and events will be canceled. For more information on rescheduling and our Classes and Events Re-Arrangement Policy, please refer to further correspondence.