TERMS & CONDITIONS

Evolve Hoops | Evolve GTG Pty Ltd

Last updated: 13 November 2026

1. General Information

These Terms & Conditions apply to all bookings, services and activities provided by Evolve Hoops, operated by Evolve GTG Pty Ltd, located at 11 Leslie Street, Brunswick, Victoria.

By booking, purchasing or participating in any Evolve Hoops service, you agree to these Terms & Conditions.

Where a booking is made on behalf of a minor, the parent or legal guardian making the booking is responsible for ensuring that the participant and their parent or guardian understand and comply with these terms.

These terms apply across all Evolve Hoops services, including:

- Private and semi-private basketball coaching
- Academy and group training programs
- Strength & conditioning
- Shooting machine sessions
- Casual shooting and court hire
- 3v3 leagues and competitions
- Birthday parties
- Events and other facility activities

Certain services may have additional rules or conditions communicated at the time of booking.

2. Bookings and Payments

All bookings are made through the Evolve Hoops website and booking platform, Acuity Scheduling, unless otherwise arranged.

Payment may be made online or in person using the available payment methods, including card, bank transfer or cash where accepted.

All bookings must be paid for in accordance with the selected service, package or program.

Session packages and training credits are non-transferable and may only be used by the athlete for whom they were purchased. Current session packages do not have an expiry date unless otherwise specified at the time of purchase.

Evolve Hoops offers recurring private coaching memberships, which provide four sessions per month at a consistent weekly booking time. Membership payment arrangements and any applicable cancellation or pause conditions will be communicated at the time of registration.

Group programs, academies and 3v3 leagues generally require payment upfront to secure a place.

Prices are subject to change. Any price changes will be communicated in advance and will not retrospectively affect existing confirmed bookings or purchases.

3. Cancellations and Rescheduling

We understand that schedules can change. To ensure fair access to coaches and facility availability, the following cancellation policies apply.

Private and Semi-Private Coaching

- A minimum of 24 hours' notice is required to cancel or reschedule a session.
- Cancellations made with at least 24 hours' notice will not incur a cancellation fee.
- Rescheduling requests are subject to coach and facility availability.
- Cancellations or rescheduling requests made within 24 hours of the booking will be treated as a late cancellation.

Group Sessions and Casual Bookings

- A minimum of 12 hours' notice is required to cancel a booking.
- Late cancellations within 12 hours will result in the full session fee being charged or the session credit being forfeited.

Late Cancellations and No-Shows

Late cancellations and failure to attend a booked session without sufficient notice will result in the full session fee being charged or the applicable session credit being forfeited.

Late arrivals will not result in an extension of the scheduled session time. Participants are expected to arrive on time and ready to begin.

4. Group Programs, Academies and Leagues

Places in Evolve Hoops group programs, academies and competitions are limited and subject to availability.

By registering for a term-based program or league, participants commit to the selected program and associated payment arrangements.

Missed sessions are not automatically eligible for refunds, credits or make-up sessions.

Where possible, Evolve Hoops may offer make-up sessions or alternative arrangements at its discretion and subject to availability.

Evolve Hoops reserves the right to adjust group structures, coaching arrangements, training times or program formats where reasonably necessary to maintain the quality and operation of its services.

5. Payments, Refunds and Credits

Payments must be made in accordance with the selected booking or program.

Refunds for missed sessions, late cancellations or changes of mind are not generally provided.

Requests relating to exceptional circumstances, including injury, illness or other unforeseen situations, may be considered on a case-by-case basis.

Where appropriate, Evolve Hoops may offer account credits or alternative arrangements instead of a monetary refund.

If Evolve Hoops permanently cancels a program or service, affected participants will be offered an appropriate alternative, credit or refund, taking into account the circumstances and applicable consumer rights.

Nothing in these Terms & Conditions excludes, restricts or modifies any rights or remedies available to consumers under the Australian Consumer Law.

6. Athlete Conduct and Facility Rules

All participants are expected to behave respectfully and responsibly while using Evolve Hoops facilities.

Participants must:

- Follow all reasonable instructions provided by coaches and staff.
- Treat coaches, staff, other athletes and visitors with respect.
- Wear appropriate athletic clothing and suitable basketball shoes.
- Respect all equipment, basketballs, shooting machines, hoops, court surfaces and facility property.
- Maintain appropriate behaviour throughout training and other activities.
- Use equipment only with permission from a coach or authorised staff member.

Evolve Hoops reserves the right to restrict access to equipment or facilities where necessary for safety or operational reasons.

Any participant displaying inappropriate, unsafe, aggressive or disrespectful behaviour may be removed from a session or facility.

Evolve Hoops reserves the right to suspend or discontinue a participant's involvement in its programs where these terms or reasonable staff instructions are repeatedly or seriously disregarded.

7. Health, Injuries and Participation

Basketball, strength and conditioning and other physical activities involve inherent risks, including the possibility of injury.

Participants and, where applicable, their parents or guardians are responsible for informing Evolve Hoops of any existing injuries, medical conditions, physical limitations or other relevant information that may affect safe participation.

Participants should only undertake activities appropriate to their physical capabilities.

Evolve Hoops coaches and staff must be informed of any injury or medical concern that arises during a session.

Participants are responsible for bringing their own water bottles and any necessary personal medication.

Parents and guardians are responsible for ensuring that their children are appropriately prepared and fit to participate.

Evolve Hoops reserves the right to modify, restrict or discontinue activities where a participant's safety may be at risk.

8. Parents, Guardians and Supervision

Parents and guardians are responsible for the supervision and welfare of their children before and after scheduled sessions.

Evolve Hoops is not responsible for supervising participants outside their booked session times.

Parents and guardians must ensure that younger participants are dropped off and collected appropriately and must remain contactable throughout their child's participation.

Parents and guardians are welcome to observe sessions where appropriate, provided their presence does not interfere with coaching, other participants or facility operations.

Participants must not leave the facility independently unless an appropriate arrangement has been agreed upon with Evolve Hoops and their parent or guardian.

9. Photography, Videography and Promotional Content

Evolve Hoops regularly captures photography and video footage of training sessions, events and activities for promotional, educational and social media purposes.

Parents, guardians and adult participants will be provided with the opportunity to indicate whether they consent to the use of identifiable photographs and video footage through the booking or registration process.

Where consent has not been provided, Evolve Hoops will take reasonable steps to ensure the participant is not identifiable in promotional content.

Consent may be withdrawn at any time by contacting Evolve Hoops directly at info@evolvehoops.com.au.

Withdrawal of consent will apply to future use of content. Evolve Hoops will take reasonable steps to remove previously published content where practicable, noting that content already shared or distributed by third parties may not be fully recoverable.

Choosing not to participate in photography or videography will not affect an athlete's ability to access or participate in Evolve Hoops services.

10. Coaches, Programs and Scheduling

Evolve Hoops aims to provide consistent, high-quality coaching and training experiences.

However, Evolve Hoops reserves the right to make reasonable operational changes, including:

- Substituting or changing coaches where required.
- Adjusting training schedules or session times.
- Modifying group sizes, structures or training formats.
- Changing or replacing equipment where necessary.
- Modifying or cancelling sessions due to unforeseen circumstances, safety concerns, facility issues or operational requirements.

Where significant changes affect a confirmed booking or program, reasonable notice will be provided wherever possible.

If Evolve Hoops cancels a confirmed session, an appropriate alternative, account credit or refund will be offered, taking into account the circumstances and applicable consumer rights.

Evolve Hoops does not guarantee specific athletic, physical or performance outcomes. Individual development depends on many factors, including attendance, effort, consistency and individual circumstances.

11. Equipment and Facility Use

All Evolve Hoops equipment and facilities must be used appropriately and in accordance with staff instructions.

This includes basketball hoops, basketballs, shooting machines, strength and conditioning equipment and any recovery facilities provided.

Participants must obtain permission from an authorised coach or staff member before using equipment outside their scheduled activities.

Any damage caused through deliberate misuse, reckless behaviour or failure to follow reasonable instructions may result in the participant being held responsible for the associated costs, to the extent permitted by law.

Evolve Hoops is not responsible for personal belongings that are lost, stolen or damaged at the facility, except where required by law.

Participants are encouraged to keep their personal belongings secure and avoid bringing unnecessary valuables.

12. Events, Birthday Parties and Court Hire

Bookings for birthday parties, events, casual shooting and court hire are subject to the specific arrangements communicated at the time of booking.

The person making the booking is responsible for ensuring that all guests and participants follow Evolve Hoops facility rules and staff instructions.

Additional conditions relating to booking duration, guest numbers, equipment use, supervision, payment and cancellations may apply depending on the service.

The booking organiser is responsible for ensuring that minors attending an event are appropriately supervised by their parents, guardians or nominated responsible adults.

13. Facility Operations and Unforeseen Circumstances

Evolve Hoops reserves the right to temporarily close, modify or restrict access to its facilities where necessary due to maintenance, equipment failure, safety concerns, emergencies or other unforeseen circumstances.

Where a confirmed booking is affected, Evolve Hoops will communicate any relevant changes and provide an appropriate alternative, credit or refund where applicable.

14. Acceptance of Terms

By completing a booking, purchasing a package, registering for a program or participating in any Evolve Hoops service, you acknowledge that you have read and agreed to these Terms & Conditions.

For participants under the age of 18, the parent or legal guardian making the booking is responsible for accepting these terms on their behalf.

These Terms & Conditions should be read alongside any additional service-specific rules or conditions provided by Evolve Hoops.

For questions regarding these Terms & Conditions, please contact:

Evolve Hoops
Evolve GTG Pty Ltd
11 Leslie Street, Brunswick VIC
Email: info@evolvehoops.com.au
Website: evolvehoops.com.au