

Belong Club Pickleball

Pilot Program Terms & Conditions

Program dates	14 October to 16 December 2026
Time	10:30am to 12:00pm
Cost	\$10.50 per person, per session
Capacity	Minimum 4 participants; maximum 10 participants across two courts per session

1. Payment and bookings

Places must be booked and paid for in advance. Payment of the \$10.50 session fee confirms your place.

2. Limited places

Each session has a maximum of six participants. Places will be allocated on a first-come, first-served basis.

3. Minimum numbers

A minimum of four participants is required for a session to proceed. If a session is cancelled because minimum numbers are not reached, participants will receive a full refund or may choose to transfer their payment to another available session.

4. Participant cancellations

If you need to cancel your booking, please provide more than 24 hours notice before the session begins to receive a refund of \$10. The \$0.50 Stripe processing fee is non-refundable. Cancellations made within 24 hours of the session, and non-attendance, are generally non-refundable because venue, equipment and other program costs have already been committed.

5. Waitlist and replacement bookings

If you cancel within 24 hours, please contact the Belong Club team. If we are able to fill your place from a waitlist, Proveda may provide a refund or transfer at its discretion.

6. Cancellation by Proveda

If Proveda cancels a session, participants will be offered a full refund or the option to transfer their payment to another available Pickleball session.

7. Participation and safety

Participants take part according to their own abilities and are encouraged to advise the trainer of any relevant injuries, health concerns or mobility limitations before participating.

8. How participant fees are used

The \$10.50 participant fee contributes towards the overall costs of delivering the Belong Club Pickleball pilot, including court hire, equipment, instruction and other direct program delivery costs. Fees collected are used across the pilot program and are not calculated as an individual share of the cost of each session. Any

surplus remaining after pilot costs may be retained by Proveda to support future Belong Club Pickleball or related recreation activities, in accordance with Proveda policies.

9. Pilot program

Pickleball is being offered as a pilot program from 14 October to 16 December 2026. Continuation of the activity after the pilot will depend on participant interest, feedback, costs and program sustainability.

10. Consumer rights

Nothing in these terms and conditions excludes or limits any rights participants may have under Australian Consumer Law.

By booking and paying for a Belong Club Pickleball session, participants acknowledge these terms and conditions.