AGREED TERMS

The definitions and rules of interpretation for the following Terms & Conditions ("Terms and Conditions") are as follows:

- "Tournament" or "Main Tournament" refers to the main event of the Volvo Padel Open 2026 to be held from the 23 of October to the 25 of October 2026.
- "Bronze Qualifier" or "Qualifiers" refers to the mandatory pre-selection assessment phase hosted by the respective Padel Communities, taking place between 13 September and 11 October, 2026, to determine the final participating Bronze Lower and Upper teams.
- "Community Edition" or "Community Tournament" refers to the main community-based division of the Tournament, comprising the Bronze Lower, Bronze Upper, Silver Lower, Silver Mid and Gold categories across Men's and Women's tiers, played as structured teams representing their respective Padel Communities between the 23 and 25 of October 2026.
- "Organiser" or "the Organiser" refers to Volvo Car Malaysia Sdn Bhd with Registration No. 199901007530 [482430-K] with its business address at Lot 01-13A, 13A Floor, Menara Symphony, 5, Jalan Professor Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor, Malaysia.
- "Event Partner(s)" refers to JOY DIVISION PADEL SDN BHD with Registration No. 202401022348 [1568197-W] located at Lot 20D, Jalan Penchala, Petaling Jaya, 46050 Selangor, Malaysia ("Joy Division Padel") acting as the participating padel court operator; DOX Digital Sdn Bhd with Registration No. 201601026951 [1197890-A] located at A-3-1, Glomac Damansara, Jalan Damansara, 60000 Kuala Lumpur, Malaysia acting as the digital operator and LAB Activations Sdn Bhd with Registration No. 201401011867 [1087944-H] located at B-3A-29, Emhub, Kota Damansara, 47180 Petaling Jaya, Malaysia acting as the official event management partner.
- "Padel Community" or "Padel Communities" refers to any invited padel club, association, or group that has officially registered and paid the required deposit, strictly limited to a total pool of either exactly eight (8) or sixteen (16) participating communities.
- "Community Head" refers to the designated leader, representative, or person-in-charge of the respective Padel Community who acts as the primary liaison with the Organiser.
- "Food and Beverage Partner(s)" refers to "Kitchen by Others" or any food and beverage partner(s) appointed by Joy Division Padel.
- "Agent of Organiser" refers to persons, contractors, service providers, match referees, linesmen, volunteers and agencies appointed by the Organiser and/or the Event Partner(s) to facilitate the organisation of the Tournament.
- "Participant(s)" refers to individuals taking part in the Tournament and Bronze Qualifier that have completed the registration process.

GENERAL

1. The Organiser reserves the right to unilaterally add to, modify, or substitute any of these Terms and Conditions, as well as modify the program, venue, or schedule as necessary, at any time without prior notice. In the event of any ambiguity in the provisions herein, the Organiser shall have the sole authority and discretion to interpret the provision(s) as it deems fit.
2. If a Participant cannot accept these Terms and Conditions or the risks associated with the event, they must not proceed with registration. By participating, the Participant confirms that they have read and understood the rules and regulations of the event as released from time to time and agree to strictly adhere to them.
3. By participating in the Tournament and/or the Bronze Qualifier the Participant acknowledges their agreement to all provisions within these Terms and Conditions. The Organiser reserves the right to refuse, disqualify, or restrict any Participant from taking part in the event, accessing its entitlements, or claiming any prizes.

KEY DATES

DATES	EVENT	VENUE
5 Sep 2026 to 6 Sep 2026	• Community Participation Registration • Qualifier Date Registration by Padel Communities • Payment of Mandatory Deposit	Online
7 Sep 2026	• Announcement of Community Participation & Format	Online
8 Sep 2026	• Bronze Qualifier Player Registration Open	Online
21 Sep 2026	• Silver Lower, Silver Mid, Gold Registration Open	Online
13 Sep to 4 Oct 2026	• Bronze Qualifier by Padel Communities	Pop Padel, Joy Division Padel Joy Division Padel 2 (JOY2)
4 Oct 2026	• Bronze Qualifier Player Registration Close • Silver Lower, Silver Mid and Gold Registration Close	Online
11 Oct 2026	• Bronze Qualifier Ends • Bronze Registration Closes • Collection of Balance Payment for Padel Communities	Joy Division Padel 2 (JOY2)
21 Oct 2026	• Distribution of Sport Kits to Padel Communities	Joy Division Padel 2 (JOY2)
23 Oct 2026	• Bronze Lower Group Stage • Silver Lower Group Stage & Quarter Finals	Joy Division Padel Joy Division Padel 2 (JOY2)
24 Oct 2026	• Bronze Upper Group Stage & Semi Finals • Silver Mid, Gold Group Stage	Joy Division Padel Joy Division Padel 2 (JOY2)
25 Oct 2026	• Silver Lower, Mid & Gold Semi Finals • All categories finals	Joy Division Padel 2 (JOY2)

TOURNAMENT REGISTRATION

1. Registration for the Tournament must be conducted via the official registration microsite:

1.1. Bronze Lower, Bronze Upper Category: Qualification and entry strictly through the Bronze Qualifier managed by the respective Padel Community, subject entirely to the absolute discretion and validation of the Community Head.

1.2. Silver Lower, Silver Mid and Gold: The Padel Community to decide and select participants, subject entirely to the absolute discretion and validation of the Community Head.

2. The following persons are not allowed to participate in the Event:

2.1. Executive directors and employees of the Organiser and Event Partners;

2.2. Contractors, affiliates, appointed Agents or agencies, business partners, suppliers, representatives of the Organiser and/or the Event Partners, and their respective immediate family members (spouse, children, parents, and siblings);

2.3. Certified padel coaches, as well as current or former professional, state, and national padel players, are strictly prohibited from participating in any category within the Community Edition.

2.4. Coaches and current or former professional, state, and national players from sports other than padel are permitted to participate in the Community Edition based on their assessed padel skill level. However, as a strict exception, all certified coaches and players from Tennis and Squash must be exclusively classified under the Gold Category;

2.5. Non-citizens or non-residents of Malaysia without a valid student visa, work permit or Long-Term Social Visit Pass ("Spouse Visa");

2.6. Registrants below the age of eighteen (18) years; and/or,

2.7. Persons with a health or medical condition that can pose a risk to their health or wellbeing of others by participating in the Tournament.

3. Registration timelines and submission windows are strictly as follows:

REGISTRATION BEGIN	REGISTRATION END	KEY EVENTS
5 September 2026 (9:00AM)	6 September 2026 (9:00PM)	• Community Participation Registration • Declaration of Bronze Qualifier Dates/Bronze Qualifier Participation Count • Payment of Mandatory Deposit
8 September 2026	4 October 2026 (9:00PM)	• Bronze Qualifier Player Registration Window
14 September 2026	4 October 2026 (9:00PM)	• Lower Silver, Mid Silver and Gold Player Registration Window
8 September 2026 (9:00PM)	11 October 2026 (9:00PM)	• Bronze Qualifier
8 September 2026	11 October 2026 (9:00PM)	• Collection of Balance Payment for Padel Communities
5 & 12 October 2026	-	• Padel Community AGM (Session 1 & 2) *(Collective review of player eligibility and resolution of participant disputes)*
12 October 2026 (9:00PM)	14 October 2026 (11:59PM)	• Final Roster Resolution & Transfer Window *(Limited exclusively to replacing Participants disputed and registering new Substitute Players)*

4. The Organiser reserves the right to close registration early and/or move new registrations into a waitlist if Tournament slots are filled.

5. Padel Communities and Participants must adhere to the structured payment schedule:

5.1. A mandatory deposit (MYR 2,600) is due upon initial community registration between 5 September 2026 till 6 September 2026 at 9pm. Priority is given strictly to the first eight (8) registered communities based on payment timestamps.

5.2. If final registrations land between 9 and 15 Padel Communities and do not reach 16 Padel Communities, the Tournament will proceed with 8 Padel Communities, and slots 9 through 15 will receive a full refund.

5.3. Balance payments are due by 11 October 2026, amounting to

5.3.1. A total of MYR 8,000 for an 8 Padel Community structure (20 teams / 40 players per community) or;

5.3.2. A total of MYR 4,000 for a 16 Padel Community structure (10 teams / 20 players per community)

5.3.3. Registrants on the waitlist are not considered Participants until they have been directly contacted by the Organiser and/or its Agents with confirmation of the registration process.

6. The following details will be collected as part of the registration process: Full name, email address, mobile phone number, national identification number and digital copy thereof, gender, t-shirt size of the Participant (and their teammate/partner if applicable).
7. Volvo car owners are additionally required to submit their Vehicle Identification Number ("VIN") and car model to enjoy additional participation benefits.
8. It is the Community Head's sole responsibility to register Participants in the correct category based on a truthful self-assessment of their playing ability, or risk forfeiture with no refund.
9. Participants can only register for one (1) Padel Community to represent.
10. The Participant warrants and agrees that all information provided by the registrant during the registration process for this Tournament shall be true, accurate, current, and complete. If at any point in time, the Organiser has grounds to believe that such information provided by the Participant is untrue, inaccurate, obsolete, or incomplete, the Organiser may disqualify, suspend, or cancel the Participant's registration without any disputes nor refunds of the registration fee.
11. The Organiser shall not entertain nor be in any way responsible for any disputes, discrepancies, or complaints arising from incomplete or inaccurate entry details by the Participant during the registration process. Any Participant found to have registered with incorrect, false, or inaccurate details shall be strictly subject to immediate disqualification from the Tournament without appeal or refund.
12. Registration for the Tournament shall only be deemed confirmed upon receipt of full payment and the issuance of a confirmation email by the Organiser and/or its Agents to the respective:

12.1. Community Head (for all Community Edition categories, upon remittance of the required community deposit and balance payments).

12.2. Participant

13. Payments are processed by an authorised Agent of the Organiser through a secure, third-party payment gateway or via coordinated community deposits. All transactions are in Ringgit Malaysia. The Organiser and/or its Agent(s) shall not be liable for any financial loss by Participants resulting from payment processing or foreign bank exchange differences.
14. No-Refund Policy: No refunds will be given for whatsoever reason once registrations have been successfully processed by the Organiser (with the sole exception of the 9-to-15 community threshold refund policy outlined in Clause 5.2). This includes but is not limited to Participant withdrawals, walkovers, disqualifications, and forfeitures before or during the Tournament, personal circumstances, or reasons preventing the Participant from participating or claiming Tournament entitlements.

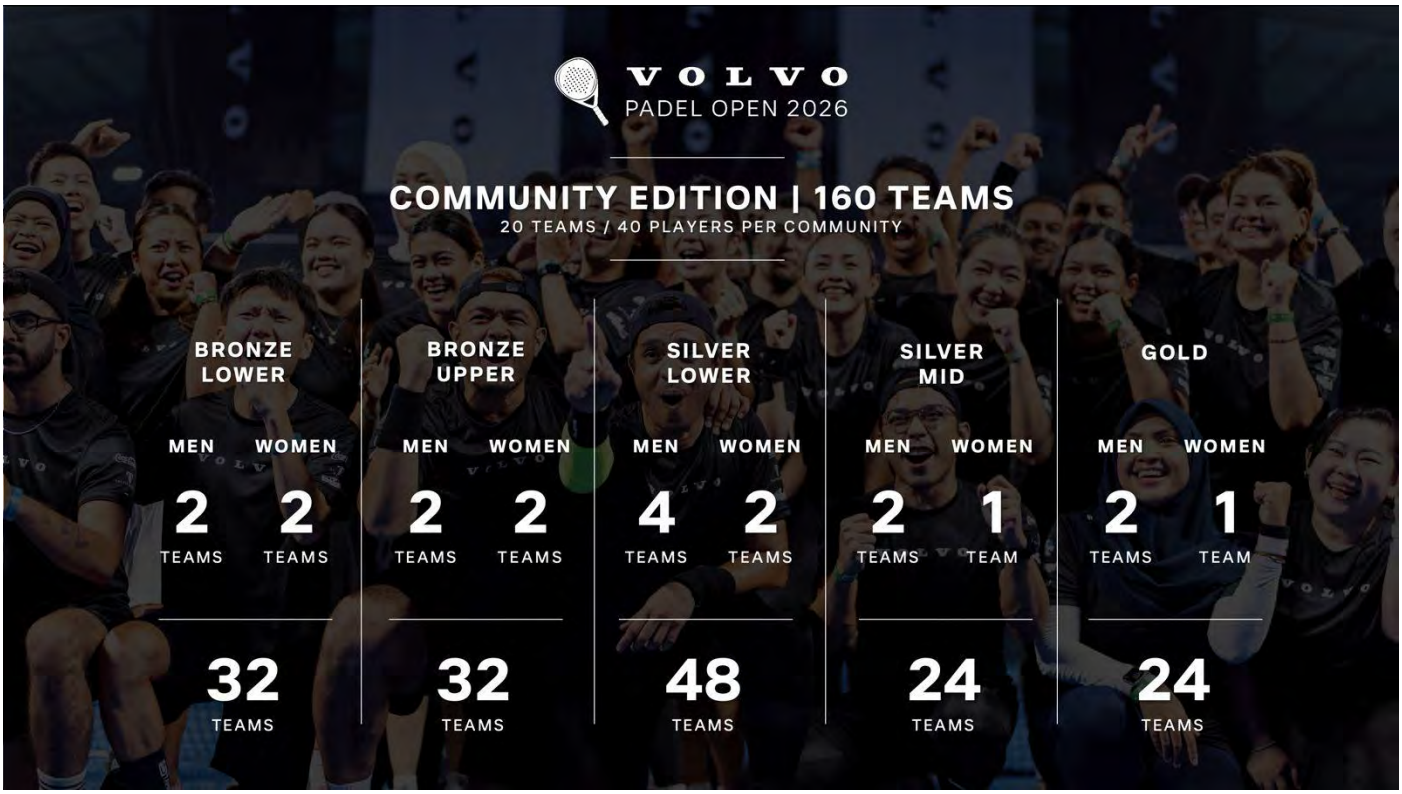
BRONZE QUALIFIER

1. Registration for the Community Bronze Qualifier is conducted via the official website at https://padel.volvocarmalaysia.com/. No registration will be accepted via email, mobile communications, or direct communications with the Organiser, Event Partner(s), and/or Agent(s).
2. The Organiser reserves the right to refuse, disqualify, or restrict any Participant from participating in the Tournament and/or accessing the entitlements of the Tournament and claims thereto.
3. Community Head must indicate the intended date of their qualifier session and the estimated number of players during the initial registration which opens on 5 September 2026 and ends on Sunday, 6 September 2026 at 9.00pm.
4. The submission window for Bronze Qualifier players is open from the 8 September 2026 to 4 October 2026.
5. The Qualifier matches must be played between the 13 September 2026 and 11 October 2026. If a Padel Community's registration is filled before the 13 September, they may commence qualifiers as early from the 11 September 2026.
6. Padel Community is solely liable for the Bronze Qualifier.
7. Qualifier matches may only be held at Joy Division Padel, Joy Division Padel 2, or Pop Padel.
8. Each Bronze Qualifier must host a minimum of sixteen (16) players and a maximum of sixty-four (64) players. Participants may compete in a maximum of two (2) Bronze Qualifiers.
9. Participants are strictly permitted to register for and represent only one (1) Padel Community throughout the Tournament. Even if a Participant competes in and wins multiple (2) Bronze Qualifiers, they must exclusively declare and represent a single Padel Community. Any attempt to register for or represent multiple Padel Communities is strictly prohibited and will result in immediate disqualification from the Tournament.
10. The Padel Community reserves the absolute right to close registration early or place new registrations on a waitlist immediately upon all allocated slots for the Bronze Qualifier being filled.
11. Registration for the Bronze Qualifier shall officially close either three (3) days prior to the submitted qualifier date, or as soon as all allocated slots are filled, whichever occurs first.
12. Registrations for the Bronze Qualifier shall only be deemed complete and confirmed upon the immediate and successful payment of the MYR 50 Qualifier Fee at the time of registration. Any registration submitted without immediate full payment will be automatically voided, and the slot will be released to other registrants in the queue.
13. The following details will be collected as part of the registration process: Full name, email address, mobile phone number, national identification number and digital copy thereof, gender, t-shirt size of the Participant.
14. Payments are processed by an authorised Agent of the Organiser through a secure, third-party payment gateway. All transactions are in Ringgit Malaysia. The Organiser and/or its Agent(s) shall not be liable for any financial loss by Participants resulting from the misuse of said payment gateway. The MYR 50 collected from all registered Participants will be funnelled back to the respective Community Heads to run their respective Bronze Qualifiers.
15. The execution of each individual Bronze Qualifier is at the discretion of the respective Padel Community, provided it adheres to the rules herein. The Padel Community is solely liable for the execution and management of its Bronze Qualifier.
16. To ensure fairness and transparency in assessments, it is mandatory for every Padel Community to send at least one (1) official representative to observe a competing community's Bronze Qualifier tournament.
17. The final Bronze Category Participant name list (Men's and Women's) must be submitted by 11 October 2026 via the official website at https://padel.volvocarmalaysia.com/. The absolute winners of the

Bronze Qualifier must be chosen to represent their Padel Community in the Community Edition Bronze category.

TOURNAMENT CATEGORIES & STRUCTURE

1. All matches in the Tournament are played in doubles format only according to the prevailing rules and regulations of padel as determined by the Organiser, covering the Community Edition (Bronze Lower, Bronze Upper, Silver Lower, Silver Mid and Gold) across the official dates of 23 to 25 October 2026 at Joy Division Padel and Joy Division Padel 2.
2. The following categories are:



3. The Tournament categories and structures are as follows:
   - 3.1. Bronze Categories (Lower & Upper): Features a total pool of 128 players across 64 teams. Each Padel Community shall allocate 8 teams (16 Participants) to this tier, strictly capped as follows
     - 3.1.1. Bronze Lower Men: 16 teams total (2 Teams/4 Participants per Padel Community)
     - 3.1.2. Bronze Lower Women: 16 teams total (2 Teams/4 Participants per Padel Community)
     - 3.1.3. Bronze Upper Men: 16 teams total (2 Teams/4 Participants per Padel Community)
     - 3.1.4. Bronze Upper Women: 16 teams total (2 Teams/4 Participants per Padel Community)
   - 3.2. Silver Categories (Lower & Mid): Features a total pool of 144 players across 72 teams. Each Padel Community shall allocate 9 teams (18 Participants) to this tier, strictly capped as follows:
     - 3.2.1. Silver Lower Men: 32 teams total (4 Teams/8 Participants per Padel Community).
     - 3.2.2. Silver Lower Women: 16 teams total (2 Teams/4 Participants per Padel Community).
     - 3.2.3. Silver Mid Men: 16 teams total (2 Teams/4 Participants per Padel Community).
     - 3.2.4. Silver Mid Women: 8 teams total (1 Team/2 Participants per Padel Community).
   - 3.3. Gold Categories: Features a total pool of 48 players across 24 teams. Each Padel Community shall allocate 3 teams (6 Participants) to this tier, strictly capped as follows:
     - 3.3.1. Gold Men: 16 teams total (2 Teams/4 Participants per Padel Community).
     - 3.3.2. Gold Women: 8 teams total (1 Team/2 Participants per Padel Community).

4. Participant groupings and brackets will be drawn randomly after all registrations and Bronze Qualifiers are completed. Participants will be able to view their groupings and the official Tournament leaderboard on the official website.
   4.1. Communities are permitted to swap pairs within their registered pool of players up until the official main draw, which will take place on 21 October 2026 at 4:00 PM. No further pair changes or swaps will be allowed after this designated time.
5. Each Padel Community is solely responsible for managing its own substitute player roster and determining if registered substitutes will be required to play.
   5.1. Roster Submission: The Community Head must submit the complete substitute player roster concurrently with the full final player list by the 4th of October 2026. There is no minimum or maximum limit on the number of substitute players a community may register.
   5.2. Fees & Entitlements: Substitute players are exempt from the standard registration fee. However, a substitute player shall only be required to pay for the official Tournament t-shirt if and when they are officially subbed into a match.
   5.3. Substitution Mechanics: Substitutions are strictly permitted only before the commencement of a match. No substitutions are allowed once a game is in progress.
   5.4. Category Restrictions: Each substitute player may only represent and fill in for their specifically registered category or a higher category. A higher category player is strictly prohibited from substituting for a lower category team.
   5.5. Retirement Rule: Once a Participant has been substituted out of a match, they are permanently retired from play and cannot be substituted back in for the remainder of the Tournament.
   5.6. Any Substitute failing to wear the official Tournament t-shirt during a match shall be subject to immediate disqualification from the match and/or Tournament.
   5.7. Indemnity & Liability: Upon being called to play, all substitute players must sign the mandatory indemnity form prior to entering the court.
   5.8. In-Game Retirement Penalty: If a team suffers an injury or is otherwise unable to continue playing while a match is already in progress the team must immediately retire from the match. The opposing team will automatically be awarded the win with a score of six (6) games, while the retiring team shall retain the number of games they had successfully scored prior to retiring (officially recorded as a 6-[retained score] loss).
   5.9. Walkover Penalty: If a playing team has exhausted all their substitutes and is unable to compete with a complete pair, the match will be declared a walkover with a score of 6-0 awarded to the opposing team.
   5.10. No unregistered Participants are permitted to represent the Padel Communities in any of Community Categories.

TOURNAMENT GAMEPLAY

1. Community Heads are required to be at venue and present themselves to the Organiser, Event Partners, and/or the Agents for a pre-tournament briefing at 7:30am of each Tournament day.
2. Participants are required to be at the venue and present themselves to the Organiser, Event Partners, and/or the Agents at least thirty (30) minutes before the estimated start of each match.
3. The official Tournament t-shirt (distributed during the Sports Kit distribution on 19th October 2026) must be worn at every match. Any Participant failing to wear the official Tournament t-shirt during a match shall be subject to immediate disqualification from the match and/or Tournament.
4. The Participant warrants and agrees that all information provided during the registration process for the Tournament shall be true, accurate, current, and complete. If at any point in time the Organiser determines that the information provided by a Participant is untrue, inaccurate, false, or incomplete, the individual Participant shall be immediately disqualified from the Tournament without refund. Consequently, the offending Participant's team shall automatically forfeit, and if any matches have already been played, all prior match results involving the offending Participant will be overturned and officially recorded as a 6-0 loss against their team.
5. Match Formats by Category:
   5.1. Bronze Category (Bronze Lower & Upper – Men's & Women's):
      5.1.1. All group round-robin matches and quarter-final elimination matches will be played as a single set (1 set per match) using standard padel scoring.
      5.1.2. All semi-finals and grand finals will be played in full sets (3 sets per match) using standard padel scoring.
      5.1.3. Before each match, a coin toss will determine which team chooses to serve or select their side of the court.
      5.1.4. During all group stage, quarter-final, and semi-final matches, if a game is tied at 40-40 (deuce), the "golden point" rule shall apply, whereby the game is decided by one (1) final winning point.
      5.1.5. For group stages, quarter-finals, and semi-finals, the first team to win six (6) games wins the set. In the event of a five-all (5-5) tie, the set shall be decided by one (1) final winning game, resulting in a 6-5 set victory.
      5.1.6. To determine group stage rankings and qualifiers, ties shall be resolved by evaluating the following metrics in strict descending order: (1) Game Set Wins, (2) Game Difference, and (3) Point Difference. The top (1) ranked teams from each group shall advance to the quarter-finals.
      5.1.7. All grand final matches are strictly excluded from the golden point and modified set rules used in preceding rounds. Grand finals shall be played in full sets (best of three sets) subject to the following standard regulations:
         5.1.7.1. Set Tie-Breaker: If a set is tied at five-all (5-5), the modified one-game decider does not apply. The set continues for up to two (2) additional games, allowing a team to win the set with a score of 7-5. If the score reaches a six-all (6-6) tie, a standard 7-point tie-break game shall be played to decide the set, resulting in a final set score of 7-6.
         5.1.7.2. Game Tie-Breaker (Star Point): Any grand final game that reaches its first deuce (40-40) shall activate the "Star Point" scoring mechanism, which consists of three stages:
            - First Advantage: If the team with the advantage wins the point, they win the game. If they lose, the score returns to 40-40.
            - Second Advantage: If the team with the advantage wins the point, the game is won. If they lose, play moves to the Star Point.
            - Star Point: A single decisive point; the winner of this point takes the game.

5.2. Silver Categories (Men's Lower & Mid, Women's Lower) & Gold Categories (Men's)

5.2.1. All group round-robin matches and quarter-final elimination matches will be played as a single set (1 set per match) using standard padel scoring.

5.2.2. All semi-finals and grand finals will be played in full sets (3 sets per match) using standard padel scoring.

5.2.3. Before each match, a coin toss will determine which team chooses to serve or select their side of the court.

5.2.4. During all group stage, quarter-final, and semi-final matches, if a game is tied at 40-40 (deuce), the "golden point" rule shall apply, whereby the game is decided by one (1) final winning point.

5.2.5. For group stages, quarter-finals, and semi-finals, the first team to win six (6) games wins the set. In the event of a five-all (5-5) tie, the set shall be decided by one (1) final winning game, resulting in a 6-5 set victory.

5.2.6. To determine group stage rankings and qualifiers, ties shall be resolved by evaluating the following metrics in strict descending order: (1) Game Set Wins, (2) Game Difference, and (3) Point Difference. The top (1) ranked teams from each group shall advance to the quarter-finals.

5.2.7. All grand final matches are strictly excluded from the golden point and modified set rules used in preceding rounds. Grand finals shall be played in full sets (best of three sets) subject to the following standard regulations:

5.2.7.1. Set Tie-Breaker: If a set is tied at five-all (5-5), the modified one-game decider does not apply. The set continues for up to two (2) additional games, allowing a team to win the set with a score of 7-5. If the score reaches a six-all (6-6) tie, a standard 7-point tie-break game shall be played to decide the set, resulting in a final set score of 7-6.

5.2.7.2. Game Tie-Breaker (Star Point): Any grand final game that reaches its first deuce (40-40) shall activate the "Star Point" scoring mechanism, which consists of three stages:

- First Advantage: If the team with the advantage wins the point, they win the game. If they lose, the score returns to 40-40.
- Second Advantage: If the team with the advantage wins the point, the game is won. If they lose, play moves to the Star Point.
- Star Point: A single decisive point; the winner of this point takes the game.

5.3. Silver Category (Women's Mid) & Gold (Women's):

5.3.1. Matches in this category will commence with a group stage consisting of two (2) groups, with four (4) teams allocated to each group. The top two ranked winning team from each group will advance directly to the semi-finals.

5.3.2. Group stage matches will be played as a single set (1 set per match). The semi-finals and grand finals will be played in full sets (best of three (3) sets per match).

5.3.3. Before each match, teams choose to start the serve or their side of the court by winning a coin toss.

5.3.4. During all group stage, quarter-final, and semi-final matches, if a game is tied at 40-40 (deuce), the "golden point" rule shall apply, whereby the game is decided by one (1) final winning point.

5.3.5. For group stages, quarter-finals, and semi-finals, the first team to win six (6) games wins the set. In the event of a five-all (5-5) tie, the set shall be decided by one (1) final winning game, resulting in a 6-5 set victory.

5.3.6. To determine group stage rankings and qualifiers, ties shall be resolved by evaluating the following metrics in strict descending order: (1) Game Set Wins, (2) Game Difference, and

(3) Point Difference. The top two (2) ranked teams from each group shall advance to the semi-finals.

5.3.7. All grand final matches are strictly excluded from the golden point and modified set rules used in preceding rounds. Grand finals shall be played in full sets (best of three sets) subject to the following standard regulations:

5.3.7.1. Set Tie-Breaker: If a set is tied at five-all (5-5), the modified one-game decider does not apply. The set continues for up to two (2) additional games, allowing a team to win the set with a score of 7-5. If the score reaches a six-all (6-6) tie, a standard 7-point tie-break game shall be played to decide the set, resulting in a final set score of 7-6.

5.3.7.2. Game Tie-Breaker (Star Point): Any grand final game that reaches its first deuce (40-40) shall activate the "Star Point" scoring mechanism, which consists of three stages:

- First Advantage: If the team with the advantage wins the point, they win the game. If they lose, the score returns to 40-40.
- Second Advantage: If the team with the advantage wins the point, the game is won. If they lose, play moves to the Star Point.
- Star Point: A single decisive point; the winner of this point takes the game.

6. The Organiser, Event Partners, and/or Agents shall provide umpires/linesmen and scorekeepers throughout matches, but it is also the responsibility of Participants to keep score and call out faults in fairness and the spirit of good sportsmanship.
7. In scoring or gameplay disputes, the umpire's final decision is incontestable. Prolonged escalation of disputes by Participants, hostile or otherwise, will result in immediate forfeiture of the match.
8. The Organiser reserves the right to amend gameplay, program, venue, and/or Tournament format unconditionally and without prior notice.

PRIZES

1. The Organiser is offering total cash prizes exceeding MYR 105,000 to the winners of the Tournament.
2. Prizes for the respective Padel Community and/or Participants of each category are broken down as follows:

Categories	Cash Prizes
Community Edition Champion	RM50,000
Community Edition 1st Runner Up	RM35,000
Community Edition 2nd Runner Up	RM20,000

3. All cash prizes and entitlements are non-transferable, non-exchangeable for cash (other than the designated cash prize structure), and subject to compliance with all Tournament rules and regulations herein.
4. All winners are required to produce a valid identification document and sign an acknowledgment document, which must be collected by the respective Community Head upon the collection of prizes and/or vouchers.

5. The value of cash prizes is allocated per Padel Community across all categories.
6. Cash prizes will be paid to the Community Head of each winning Padel Community within 7 working days after the end of the Tournament. Winners will be contacted by the appointed Agent of the Organiser (LAB Activation Sdn Bhd with Registration No. 201401011867 [1087944-H]) to arrange for payment to a bank account of the winners' choice. Transactions will be in Ringgit Malaysia, and the Organiser and/or its Agents shall not be liable for any additional transaction fees and/or foreign exchange rates imposed by the winners' chosen bank.
7. The Organiser reserves the right to vary the prizes without prior notice with items of equivalent value if the listed prizes are unavailable.
8. The Organiser shall not entertain any dispute or appeal regarding the results after the prize presentation ceremony of the Tournament.

ATTIRE & ETIQUETTE

1. The official Volvo Padel Open t-shirt included in the Participants' sports kit must be worn during every match.
2. Only two (2) t-shirts will be given per Participant. It is the Participants' responsibility to maintain the t-shirt between matches and match dates. Any request to change t-shirt sizes after the registration process will not be entertained.
3. Participants should wear comfortable sports bottoms during matches (e.g., tennis shorts, track pants or tennis skirts), and comfortable, durable sports shoes during matches. Open-toe footwear, slippers, flip-flops, sandals, and bare feet are not allowed.
4. Participants shall be solely responsible for the safekeeping of their personal belongings, and the Organiser, Event Partners and/or Agents shall in no way be held responsible for any loss of or damage to personal property as a result of participation in the Event.
5. Participants shall always uphold good sportsmanship both on-court and off-court. The Organiser reserves the right to disqualify and refuse entry to Participants who engage in the use of abusive, offensive, harassing, threatening or inappropriate language in any way, shape and form directed to the Organiser, Event Partner(s), their Agents, and/or or other Participants via personal interaction, email, mobile phone communications, and social media platforms, both before and during the Tournament.
6. Only Participants are allowed access to Tournament courts. The Organiser, Event Partner(s) and/or its Agents reserve the right to ask non-participating guests to evacuate Participant-priority areas such as courtside benches and refreshment areas.

SPORTS KIT COLLECTION

1. The official Volvo Padel Open sports kits can be collected on 19 October 2026 at the Event Partners' venue, Joy Division Padel 2 (JOY2)
2. Community Head must collect the sports kit in person and present a valid identification document during collection. Community Head is responsible for distributing the sports kits to their respective players.
3. The sports kit will contain 2 pieces official Volvo Padel Open t-shirt that must be worn during all matches.

FORFEITURES AND DISQUALIFICATIONS

1. Participants and teams forfeit their match and/or progress at any point during the Tournament if:
   1.1. The registered information provided by a Participant is untrue, inaccurate, false, or incomplete;
   1.2. One or both Participants in the same team are not present at the court five (5) minutes before the start of a scheduled match;

1.3. One or both Participants in the same team decide not to continue their participation in the current match, the next match and/or the remainder of the Tournament ("walkover");
1.4. One or both Participants in the same team is pregnant, has a medical condition, injury or disability that prevents them from participating safely, in which case participants must inform the umpire/Organiser/Event Partner/Agent(s) immediately if they are feeling unfit to play;
1.5. The umpire/Organiser/Event Partner/Agent(s) have reasonable grounds to believe that a Participant has a medical condition, injury or disability that prevents them from participating safely, and which may pose physical and mental risks to themselves and other Participants; and/or,
1.6. Any other reasons caused by a Participant that prevents, delays, or challenges the progress and/or timely continuation of the Tournament.
1.7. A playing team has exhausted all their eligible substitutes and is unable to compete with a complete pair.

2. Any forfeiture, walkover, or retirement by a Participant or team during a match automatically awards a match win to the opposing team, with the final recorded score determined as follows:
   2.1. In the event a Participant or team must retire from a match mid-game due to injury, the opposing team will be awarded the win with a score of six (6) games. The retiring team shall retain the number of games they had successfully scored prior to retiring/walking over (e.g., recorded as a 6-[retained score] loss for the injured team).
   2.2. For any other reasons resulting in a forfeiture, walkover, or disqualification (including but not limited to absence, tardiness, disciplinary action, or a team exhausting all eligible substitutes), the match win will be automatically awarded to the opposing team with a definitive score of 6-0 against the forfeiting team.
   2.3. In the event a Participant or team is disqualified due to untrue, inaccurate, false, or incomplete registration information (as per Clause 1.1), all prior match results involving the offending Participant will be retroactively overturned and officially recorded as a 6-0 loss against their team.
3. The Organiser, Event Partner(s) and/or Agents may also disqualify Participants without compensation or refunds, prior and during the Tournament, on the following grounds:
   3.1. The use of abusive, offensive, harassing, threatening or inappropriate language in any way, shape and form directed to the Organiser, Event Partner(s), Agents, and/or other Participants via personal interaction, email, mobile phone communications, and social media platforms, both before and during the Tournament;
   3.2. Suspicion of cheating, doping, a false demonstration of actual skill level during qualifiers, or any means that Participants may employ to gain an unfair advantage over opponents, contrary to the spirit and rules of the sport of padel;
   3.3. Unauthorised Participant substitutions (including but not limited to cross-category substitutions where a higher category player illegally substitutes for a lower category team) and/or false declarations of personal identity and physical ability that directly or indirectly affect Participant's individual rankings and the categories that the Participant has registered for; and/or,
   3.4. Unsportsmanlike behaviour as determined by the Organiser, Event Partner(s), and/or Agents.
4. The Organiser also reserves the right to limit and/or refuse entry to any persons to the Tournament or premises of the Event Partners during the Tournament without giving any reason and/or notice.

PARTICIPANT SAFETY & HEALTH

1. Whilst every reasonable precaution will be taken by the Organiser to ensure the Participants' safety, you agree that you are competing at your own risk. The Organiser shall not be held responsible or liable for any injury or death arising directly and/or indirectly from training in preparation for the Tournament and/or participation in the Tournament.
2. You are strongly encouraged to go for a medical check-up and/or consultation with your medical practitioner prior to registration and/or at any time from the date of registration until the date(s) of the Tournament to satisfy yourself of your physical and mental fitness to participate in the Tournament.
3. You are encouraged to have adequate personal accident and injury insurance coverage before participating in the Tournament.
4. While alcoholic beverages are available for purchase at the venue or locality of the Event Partners, Participants agree and warrant that they shall not drink and drive, nor consume alcohol if they are under the legal drinking age of twenty-one (21) years. If Participants choose to drink alcoholic beverages at the Tournament, it is the Participant's sole responsibility to arrange for a safe means of transportation such as a taxi, e-hailing, or ridesharing with a designated driver after the Tournament.
5. If you suffer from any of the medical conditions stated below, you are not allowed to participate in this Tournament:
    a. Pregnancy
    b. Congenital or rheumatic heart conditions;
    c. Hypertension;
    d. Myocarditis and other heart conditions;
    e. Coronary heart disease and/or coronary arterial disease;
    f. Serious arrhythmia;
    g. Diabetes;
    h. Vertigo; and,
    i. Any other disease which can be aggravated by intense physical exertion.
6. No exceptions shall be made for Participants with any of the above medical conditions. The Organiser reserves the sole right to allow or disqualify Participants with any medical conditions other than as listed above.

TOURNAMENT CANCELLATION

1. While every precaution will be taken to ensure the success of the Tournament, the Organiser reserves the right to cancel the Tournament in part or in full for reasons beyond reasonable control of the Organiser, its Event Partners, and/or its Agents, including a *force majeure* circumstance including but not limited to:
    (a) Acts of God, flood, drought, air pollution (haze), earthquake or other natural disaster;
    (b) Epidemic or pandemic;
    (c) Terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, or breaking off of diplomatic relations;
    (d) Nuclear, chemical or biological contamination;
    (e) Any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition;
    (f) Collapse of buildings, fire, explosion or accident;
    (g) Any labour or trade dispute, strikes, industrial action or lockouts; and
    (h) Interruption or failure of utility service.

2. If the Tournament has been cancelled for any reason, the Organiser reserves the right to cancel the event in part or in full.

APPEARANCE RELEASE

1. By participating in this event, the Participant authorises the Organiser, its subsidiaries and related corporations, including the Volvo Car Group of companies, to make use of the Participant's likeness and appearance in its marketing materials.
2. The Participant agrees that the Organiser may film and/or photograph his/her likeness, and record his/her voice, conversation and sounds, including any performance, in connection with his/her appearance. The Participant understands that the Organiser will be the sole owner of the results and proceeds of such filming, photographing, and recording ("Materials") with the exclusive right, throughout the world, including copyright, to use and to license others to use all or any portion of the Materials, whether in connection with the Event or otherwise.
3. The Participant further agrees that Volvo Cars may use and license others to use the Materials, his/her name, voice, likeness for promotion, advertising, sale, re-creations of events in connection with the Event or otherwise throughout the universe, in all media and social media (including Facebook, Instagram, LinkedIn and YouTube), now known or hereafter devised, in perpetuity. The Participant waives the right to inspect or approve versions of my image used for publication that may be used by the Organiser.
4. The Participant acknowledges that the Organiser will rely on this permission, potentially at substantial cost to the Organiser, and the Participant agrees not to assert any claim of any nature whatsoever (including any claims for injunctive relief or money damages, all of which the Participant hereby knowingly waives) against anyone relating to the exercise of this permission or to the use of the Materials by the Organiser, or with the consent of the Organiser.
5. The Participant agree to release, defend, indemnify and hold the Organiser harmless from any and all claims, demands, costs (including legal fees) and causes of action of any kind or nature whatsoever now and in the future, including without limitation defamation, bodily harm, infliction of emotional distress and invasion of privacy, arising out of or in connection with my appearance, statements or actions in or in connection with the Event.
6. The Participant consents to the processing of his/her personal data by the Organiser in accordance with, the Organiser's Personal Data Protection Act Notice and Consent below.
7. This Terms and Conditions, and all issues arising out of it shall be governed by the laws of Malaysia and all disputes shall be referred exclusively to the courts of Malaysia.
8. The Participant confirms he/she is at least eighteen (18) years of age and competent to contract in his/her own name.
9. If the Participant is under eighteen (18) years of age, he/she must obtain signed parental agreement in writing.

PERSONAL DATA PROTECTION ACT NOTICE AND CONSENT

1. With the enforcement of the Personal Data Protection Act 2010 ("The Act") since 15 November 2013 and strictly in accordance with Section 7 of the Act, we at VOLVO CAR MALAYSIA SDN BHD, our subsidiaries and related corporations, including the Volvo Car Group of companies (hereinafter referred to as "Volvo Car Malaysia") and also our dealers (collectively referred to as "we" or "us" or "our"), wish to assure you that we take your privacy seriously and are committed to the protection of our customer's personal data.
2. This written notice ("Notice") serves to inform you of your rights in respect of your personal data that is being processed or that is being collected and further processed by us or on our behalf.
3. In line with our compliance with The Act and our said commitment, we wish to inform that your personal data (including sensitive personal data and any additional information you may subsequently provide to us) such as your name, salutation, photograph(s), video and audio recordings, NRIC or passport number, copies of your NRIC or passport, gender, race, religion, ethnic group, nationality, date of birth, age, address(es), e-mail address, contact details, credit card(s)' details, marital status, details of your immediate family, details of your employment and income, loan details, property(ies) details, introducer's details, lifestyle data, background check results and other relevant data gathered from you or from the documents as prescribed in the paragraph below, may be used for the purposes of:
   3.1. performing pre-contractual activities and our contractual obligations with you including assessing and/or processing any application submitted by you;
   3.2. ensuring the performance by you of your pre-contractual and contractual obligations to us;
   3.3. granting you access to, and monitoring your use of our platform ("Platform");
   3.4. facilitating your purchase and the preparation of a sale;
   3.5. managing and servicing our relationship with you and providing you with better customer service;
   3.6. conducting market surveys, research on planning, trend analysis product, goods and services;
   3.7. sending updates, pamphlets, advertising and promotional materials, and commercial material;
   3.8. publishing photographs, and/or video and audio recordings of you, which are captured during your participation in our events, on our Platform, media platform or social media platform;
   3.9. verifying your financial standing through credit assessment/reporting check and conducting background checks, if necessary;
   3.10. verifying and carrying out financial transactions in relation to payments made by or to you and administering and processing any payments related to products and/or services requested or purchased by or provided to you;
   3.11. inviting you to participate in our events, programmes and other activities organised or sponsored by us or on our behalf;
   3.12. obtaining professional advice and enforcing our rights;
   3.13. communicating with you and responding to your inquiries;
   3.14. providing you with information on our products and services;
   3.15. reporting to any relevant authorities;
   3.16. responding to any claims or legal process;
   3.17. preparation and submission of any claims and payments to any party or for any audit /checks by any party for whatever purpose related to our business;
   3.18. enabling us to respond to your request for a test drive session;
   3.19. enabling you to utilize our support services such as joining the Volvo car owners forum;
   3.20. complying with any legal or regulatory requirements; and
   3.21. such other purposes authorised by you or directly related to the foregoing.

4. Your personal data is and will be collected from you and/or from our dealers and/or from the information you have provided in the documentation that you have provided to us, all application, registration or request forms (whether electronic or otherwise) that you have completed, together with any other information that we may obtain about you from oral or written communications and/or when you use our Platform or enquire about our products/services.
5. We may keep your personal data for a reasonable period to enable us to fulfil the Purposes.
6. We may also disclose or share your aforesaid personal data, which were gathered from the various sources mentioned above, to our business partners and associates as follows:
   6.1. any entities within the Volvo Car Malaysia group or Volvo Car Group of companies;
   6.2. any third parties including but not limited to Volvo Car Malaysia's contractors, dealers, distributors, suppliers, consultants, solicitors, agents, auditors, employers, partners, joint venture partners, advertisers, purchasers, network operators, property management companies, service and product providers (including those who assist us in providing our Platform), associate companies, any relevant authorities (government/non-governmental), embassies, statutory bodies, regulatory bodies and financial institutions;
   6.3. any other persons under a duty of confidentiality to Volvo Car Malaysia;
   6.4. Credit reporting agencies and background check agencies;
   6.5. our actual or potential assignee, assignor, transferee or transferor in respect of any rights, interests, obligations and/or properties relevant to the arrangement/contract between you and us;
   6.6. third parties due to any actual or potential corporate restructuring or exercise (including without limitation merger, acquisition and/or the restructuring of our business, assets and/or liabilities); and
   6.7. organisations who provide archival, auditing, professional advisory, debt collection, insurance, marketing, banking, advertising, mailhouse, delivery, recruitment, call center, technology, research, utility, loyalty programme and security services.
7. Save for the foregoing (which you hereby give your consent), your personal data will not be knowingly transferred to any place outside Malaysia or be knowingly disclosed to any other third party.
8. For the Purposes, we or our business partners and associates may contact you by mail, e-mail, telephone, SMS, fax or any form of electronic communication to keep you informed on services or products which may be of interest to you.
9. You also consent to our transferring your personal data to such countries in the world where Volvo Car Malaysia has dealings with which do not provide the same level of data protection as Malaysia, if necessary for the above Purposes. If we do make such a transfer, we will put a contract in place to ensure your personal data are protected.
10. You have the right to request access to your personal data (for which we may charge you a prescribed fee), to limit the processing of your personal data or request us to cease or not begin processing your personal data for purposes of direct marketing, to withdraw your consent previously given to us (in full or in part), to ask for correction of your personal data, and to contact us with any inquiries or complaints in respect of your personal data, by contacting:

    Officer, Customer Care

    Phone number: +603 7947 1800
    Volvo Car Malaysia,
    Lot 01-13A, 13A Floor
    Menara Symphony
    No. 5 Jalan Prof. Khoo Kay Kim, Seksyen 13
    46200 Petaling Jaya, Selangor, Malaysia.

or e-mail us at the following address:
mycare@volvocars.com

11. We endeavour to take reasonable precautions to ensure that the personal data that we collect and/or process are accurately reflected in our systems in accordance with the details provided by you. Therefore, the accuracy of the personal data depends to a large extent upon the information you provide to us. Kindly inform us immediately at the address above if your personal data provided to us is incorrect, inaccurate or out of date.
12. It is obligatory to supply us with the personal data indicated as compulsory in our forms for us to perform any of the Purposes. If you fail to supply us the compulsory personal data as requested, we may be unable to process your personal data for any of the Purposes.
13. If you give us information about another person, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can:
    13.1. give consent on his/her behalf to the processing of his/her personal data (including any sensitive personal data);
    13.2. give consent to the transfer of his/her personal data abroad;
    13.3. receive on his/her behalf any data protection notices.
    13.4. If you do not consent to us processing your personal data in the manner aforesaid, please let us know by contacting us at the address or e-mail stated above.

14. Please note that:
    14.1. This Notice is issued in both Malay and English languages and in the event of any inconsistency, the English version shall prevail; and,
    14.2. Volvo Car Malaysia reserves the right to amend or vary this Notice from time to time which will be updated automatically on our Platform. You are advised to visit our Platform from time to time. Any such amendments will be effective upon such notification. By continuing to engage with us and/or accessing our Platform, after the issuance of such amendment notice, you will be considered as having agreed to this Notice (as amended and updated).

WAIVER CLAUSE

1. In consideration of the acceptance of your participation, you, your heirs, successors and assignees, do hereby unconditionally and irrevocably waive and release the Organiser, the Event Partners, the Agents, as well as all persons, contractors, agents, service providers, volunteers and agencies connected from all complaints, demands, claims, liabilities, proceedings, suits, losses and/or damages of any kind whatsoever due to or relating to or arising directly or indirectly out of your participation in the Tournament, including without limitation, personal injury and/or death.