

TERMS AND CONDITIONS

Volvo Padel Open 2025

AGREED TERMS

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

- "Tournament" or "the Tournament" refers to the Volvo Padel Open 2025 to be held between the 3rd of June to the 27th of July 2025.
- "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"); PADELGROUND MALAYSIA SDN BHD with Registration No. 202201032444 [1478141-H] located at 3, Jalan Bukit Kiara 1, Bukit Kiara, 60000 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia ("Padelground"); and/or PADELKU MEGAH SDN BHD with Registration No. 202401032102 [1577591-X] located at Lot 3470, Jalan SS23/15, Taman Sea, 47300 Petaling Jaya, Selangor, Malaysia ("PadelKu Megah"), who are the participating padel court operators for the Tournament.
- "Food and Beverage Partner(s)" refers to Padelground, WAKU WAKU or any food and beverage partner(s) appointed by Joy Division Padel, or PadelKu.
- "Agent" 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" refers to individuals taking part in the Tournament that have completed the registration process.
- "The Volvo Experience" shall mean the loan of a current-model Volvo car between 28 July 2025 to 31 December 2025, subject to availability of cars and dates at the full discretion and schedule of the Organiser.

GENERAL

1. The Organiser reserves the right to unilaterally add on, modify or substitute any of the terms and conditions below at any time as it deems fit without prior notice. If there is ambiguity in any of the provisions of the Terms and Conditions, the Organiser shall have sole discretion to interpret the ambiguous provision(s) as it deems fit.
2. If you cannot accept these Terms and Conditions or the risks associated with the Tournament, please do not proceed further with registration for this Tournament. By participating in the Tournament, you have read and understood the rules and regulations of the Tournament as released from time to time and agree to participate on the understanding that you must adhere to all the rules and regulations stipulated.
3. By participating in the Tournament, you acknowledge you have read and agreed to all the provisions in the Terms and Conditions for the Tournament. The Organiser reserves the right to refuse, disqualify or restrict you from participating in the Tournament and/or accessing the entitlements of the Tournament and claims thereto.

KEY DATES

DATES	EVENT	VENUE
3 June to 3 July 2025	Registration open	Online
21 June to 6 July 2025	Sports kit collection	Joy Division Padel, Padelground and PadelKu Megah
21, 22, 28 and 29 June; 5 and 6 July 2025	Beginner and Intermediate player level assessments	Joy Division Padel, Padelground and PadelKu Megah
12 and 13 July 2025	Beginner and Intermediate coaching clinics	Joy Division Padel, Padelground and PadelKu Megah
15 July 2025	Announcement of Beginner grouping locations	Email and WhatsApp
19 July 2025	Beginner Qualifiers	Joy Division Padel, Padelground and PadelKu Megah
22 July 2025	Announcement of Intermediate and Advanced formats	Email and WhatsApp
26 July 2025	Intermediate and Advanced Qualifiers	Joy Division Padel 2 (JOY2)
27 July 2025	All categories – quarterfinals, semifinals, finals	Joy Division Padel 2 (JOY2)

TOURNAMENT REGISTRATION

- Registration for the Tournament can only be done via the official website at <https://padel.volvocarmalaysia.com>. No registration is allowed via email, mobile communications, or direct communications with the Organiser, Event Partner(s), and/or Agent(s).
- The following persons are not allowed to participate in the Event:
 - Executive directors and employees of the Organiser and Event Partners;
 - Contractors, affiliates, appointed agents or agencies, business partners, suppliers, and representatives of the Organiser and/or the Event Partners;
 - Certified, full -time padel coaches;
 - Non-citizens or non-residents of Malaysia without a valid student visa, work permit or Long-Term Social Visit Pass ("Spouse Visa");
 - Registrants below the age of eighteen (18) years; and/or,
 - Persons with a health or medical condition that can pose a risk to their health or wellbeing of others by participating in the Tournament.
- Registration for the Tournament can be done between Tuesday, 3rd of June 2025 and Tuesday, 3rd of July 2025, or until available Tournament slots are fully filled.
- The Organiser reserves the right to close registration early and/or move new registrations into a waitlist if Tournament slots are filled.
- Registrants shall have twenty-four (24) hours from the time of account creation to complete the process and make full payment for the Tournament Registration, otherwise the Tournament slot will be released to other registrants in the queue.
- 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.
- 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 registrant (and their teammate/partner if participating in the Intermediate or Advanced category).
8. For the Intermediate and Advanced categories, it is the registrant's sole responsibility to obtain their teammate/partner's consent to submit the teammate/partner's information before submitting the teammate/partner's information on behalf of the teammate/partner during the registration process.
 9. Volvo car owners are additionally required to submit their Vehicle Identification Number ("VIN") and car model to enjoy additional participation benefits.
 10. The Tournament categories and available slots are as follows:
 - a. Beginner – up to one hundred and twenty-eight (128) players registering as individuals, regardless of gender.
 - b. Intermediate – up to forty-eight (48) teams of two (2) players per team in the Men's category, and up to thirty-two (32) teams of two (2) players per team in the Mixed category. All-women's teams are allowed to participate in the Mixed category.
 - c. Advanced – up to sixteen (16) teams of two (2) players per team in the Men's category, and up to sixteen (16) teams of two (2) players per team in the Mixed category. All-women's teams are allowed to participate in the Mixed category.
 11. It is Participants' sole responsibility to register in the correct category based on a truthful self-assessment of their playing ability, or risk forfeiture with no refund.
 12. Certified padel coaches who are not coaching full-time and are eligible for entry subject to the Organiser's approval are considered to be in the Advanced category by default.
 13. Participants can register for up to two (2) categories, but risk forfeiture / walkover if their match timings clash. The Organiser is in no way responsible for conflicting match schedules nor is obligated to reschedule matches in the event of a conflict.
 14. 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 information. If at any point of 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.
 15. 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.
 16. Registration for the Tournament shall only be deemed confirmed upon receipt of full payment and upon issuance of a confirmation email by the Organiser and/or its Agents.
 17. Payments are processed by an authorised Agent of the Organiser through a secure, third-party payment gateway. All transactions are in Ringgit Malaysia and may be subject to currency exchange differences to be borne by the Participant if making payment via a foreign bank or credit card. 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.

PARTICIPATION FEES, NO-REFUND POLICY, AND PLAYER SUBSTITUTIONS

1. The Tournament registration fee is MYR 160 per individual, or MYR 320 per team in the Intermediate and Advanced categories.
2. Owners of Volvo cars with a valid Vehicle Identification Number ("VIN") will enjoy 50% off registration fees. For example:
 - a. A Volvo car owner registering in the Beginner category (individual) will only need to pay MYR 80.

- b. A team registration consisting of one Volvo car owner and one non-Volvo car owner will only need to pay MYR 240, or MYR 160 if both players are Volvo car owners.
 - c. Only one (1) VIN per discount redemption.
- 3. The Organiser reserves the right to deny the discount for Volvo car owners if the VIN is found to be duplicated, erroneous, or not registered in Malaysia.
- 4. No refunds will be given for whatsoever reason once registrations have been successfully processed by the Organiser. This includes but is not limited to Participant withdrawals, walkovers, disqualifications, and forfeitures before or during the Tournament, or personal circumstances or reasons that prevents the Participant from participating in the Tournament and/or claiming Tournament entitlements.
- 5. Participants are strictly not allowed to transfer, sell, or swap their entries to another party. The Organiser reserves the right to revoke participation otherwise or to place the registered team under the waitlist.
- 6. Any requests for a change in category will forfeit the previous registration including any fees paid, and slots in the new category are subject to availability and upon the discretion of the Organiser.
- 7. Any Participation substitution requests for team categories (Intermediate and Advanced) can only be done upon written approval from the Organiser. No requests will be entertained after the 6th of July 2025.
- 8. While there are strictly no refunds, Participants who cannot play in the Tournament for whatever reason shall still be entitled to collect their official sports kit at their chosen Event Partner, subject to availability, and are still entitled to access to the event and hospitality during the Tournament finals at Joy Division Padel 2 (JOY2) on the 27th of July 2025.

PLAYER SKILL LEVEL ASSESSMENT

1. All Participants in the Beginner and Intermediate categories are required to undergo a skill level assessment to be eligible for participation in the Tournament.
2. Assessments will be 21st, 22nd, 28th and 29th of June 2025; and the 5th and 6th of July 2025 at Joy Division Padel, Padelground and PadelKu Megah.
3. Participants must choose an available slot upon registration. Slots and locations are available on a first-come, first-served basis.
4. Participants must be present at least 15 minutes prior to the start of their assessment slot. Entry to assessment slots closes 15 minutes after the stipulated starting time.
5. Any replacement slots are solely at the discretion of the Organiser and failure to undergo the assessment will result in forfeiture of participation in the Tournament.
6. The assessment will take around 10 minutes per player and will be performed by appointed coaches from each Event Partner.
7. Each player will be given a score derived from an international numerical system. The rating of “beginner” or “intermediate” will consider the player’s overall ability to construct shots and maintain rallies at the current standard of Malaysian recreational padel gameplay.
8. Participants who are assessed higher than the category they registered for must participate in the higher category. For example, a Participant who registered for the Beginner category (individual) and is subsequently assessed as an intermediate player will no longer be allowed to play in the Beginner category and forfeit his or her place and registration fee. The Participant can re-register in the Intermediate category (team), subject to availability of registration slots and at the sole discretion of the Organiser.

9. Participants who are assessed lower than the category they registered for cannot substitute their registration for a lower category. For example, a Participant who registered for the Intermediate category (team) and is subsequently assessed as a beginner player will still have to play in the Intermediate category with his or her partner.
10. For team registrations (Intermediate and Advanced) with mixed skill levels for each player, Participants will have to register at the highest individual level within the team. For example, if a team who registered for the Intermediate category is found to consist of a beginner player and an intermediate player, they will still be considered an intermediate team. If a team who registered for the Intermediate category is found to consist of an intermediate player and an advanced player, the team will no longer be allowed to play in the Intermediate category and forfeit their place and registration fee. The team can re-register in the Advanced category subject to availability of registration slots and at the sole discretion of the Organiser.
11. Certified padel coaches who are not coaching full-time and are eligible for entry subject to the Organiser's approval are considered to be in the Advanced category by default.
12. Assessments are final and decided at the sole discretion of the appointed coaches and the Organiser. No Participant appeals will be entertained.
13. Assessments may be recorded on video for comparisons with actual participant performance during the tournament.
14. Misrepresentation of actual skill level during assessments can lead to immediate disqualification during the tournament.

TOURNAMENT CATEGORIES & GAMEPLAY

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, with the following categories:

CATEGORY	NO. OF PLAYERS	TEAM PAIRING	TOURNAMENT DATES	VENUE
Beginner	128	Individual participation in Americano format Men's and Women's team pairing from semifinals	19 July 2025 (Qualifiers) 27 July 2025 (Quarterfinals to finals)	Joy Division Padel, Padelground, PadelKu Megah Joy Division Padel 2 (JOY2)
Intermediate	96 (48 teams) 64 (32 teams)	Men's doubles Mixed doubles	26 July 2025 (Qualifiers)	Joy Division Padel 2 (JOY2)
Advanced	32 (16 teams) 32 (16 teams)	Men's doubles Mixed doubles	27 July 2025 (Quarterfinals to finals)	Joy Division Padel 2 (JOY2)

2. Participant groupings will be drawn randomly after all participants have been assessed. Participants will be able to view their groupings at the official Tournament leaderboard at <https://padel.volvocarmalaysia.com> by the 15th of July 2025 for the Beginner category.

3. Participants are required to be at the venue (refer to Key Dates and timing in your confirmation email) and present themselves to the Organiser, Event Partner(s) and/or the Agents at least 1 hour before the estimated start of their matches.
4. Participants can register for up to two (2) categories, but risk forfeiture / walkover if their match timings clash. The Organiser is in no way responsible for conflicting match schedules nor is obligated to reschedule matches in the event of a conflict.
5. Matches may be played with a custom scoring system within a set time predetermined by the Organiser and depending on the progression of the Tournament, to facilitate timeliness and a chance for all Participants to play. Participants will be briefed on the scoring and timeframe for matches prior to gameplay.
6. The official tournament t-shirt must be worn at every match.
7. Match formats are as follows:

a. Beginner Category

- i. Qualifiers will be played with 128 individual Participants on Saturday, the 19th of July 2025 at the three (3) Event Partner venues.
- ii. Participants will be randomly grouped into eight (8) groups of sixteen (16) players each, who are further split into sub-groups of eight (8) players each.
- iii. Qualifying matches are played in an americano format, where Participants compete individually while playing in pairs. Each Participant will play up to seven (7) matches teamed with and against every other Participant in his or her sub-group.
- iv. Before each match, teams choose to start the serve or their side of the court by winning a coin toss.
- v. The server serves four (4) times, alternating between the right and left sides of the court, after which it is the opposing team's turn to serve the same way.
- vi. Each match will be played to a total of twenty-one (21) points. For example, the match is over when the match score is 16-5, 21-0, 4-17, or combinations thereof.
- vii. Each Participant accumulates individual points based on their team's match points. For example, a Participant who won 19-2 in her first match and lost 5-16 in her second match would have a total of 24 individual points (19 + 5).
- viii. Scores for each Participant will be an average of total individual points divided by number of games played. For example, a Participant who collected 159 points over seven games would have an individual score of 22.71 (159 ÷ 7).
- ix. Participant scores across all groups will be displayed at the official Tournament leaderboard at <https://padel.volvocarmalaysia.com>.
- x. The top sixteen (16) men and sixteen (16) women with the highest scores will go on to the quarterfinals.
- xi. In the event of a tie (same score) for the sixteenth (16th) place, up to four (4) players including players with the tied score and players with the next highest score(s) will compete in three (3) more americano games on Saturday, the 26th of July 2025 at Joy Division Padel. The player with the highest score will move into the quarterfinals.
- xii. Quarterfinals will be held on Sunday, the 27th of July 2025 at Joy Division Padel 2 (JOY2) where the top sixteen (16) men and sixteen (16)

women will play a final round of americano matches in two separate divisions – Men's and Women's.

- xiii. In the event of a tie for individual points in the quarterfinals, the higher-ranked individual in the following sequence ("Americano Tiebreaker"):
 - 1. Most number of matches won; if not, then,
 - 2. Largest difference between total points won and total points lost; if not, then,
 - 3. Lowest total points lost.
- xiv. For the semifinals, teams will be formed from the top eight (8) men and eight (8) women playing in Men's and Women's divisions respectively. The top four (4) Participants in each division will draw lots for a partner from the fifth (5th) to eighth (8th) ranked players in their division.
- xv. Semifinals will be played in a "Fast 7" format where the first team to win four (4) out of seven (7) games is the winner.
- xvi. Finals will be held on the same day and venue in a three (3) set international tournament format without deuces or tiebreakers.
- xvii. If in a game, both teams are tied at game point at 40-40 ("40-all" or "deuce"), the match will end with one (1) decisive winning point from either team ("golden point").
- xviii. The first team to win six (6) games wins the set. If both teams are tied at five (5) game wins each in a set, the set will end with one (1) decisive winning game from either team. The first team to win two (2) out of three (3) sets wins the match.

b. Intermediate Category

- i. Men's Qualifiers will be played with forty-eight (48) teams of two Participants, and Mixed qualifiers will be played with thirty-two (32) teams of two Participants on Saturday, the 26th of July 2025 at Joy Division Padel 2 (JOY2).
- ii. Teams will be randomly grouped into twelve (12) groups of four (4) teams for the Men's category, and eight (8) groups of four (4) teams for the Mixed category.
- iii. Qualifying matches will be played in standard padel scoring, similar to tennis (0, 15, 30, 40...), in a "Fast 5" format where the first team to win three (3) out of five (5) games is the winner.
- iv. Teams in each qualifier group will play against every other team in their group in a round-robin tournament, meaning each team will play at least three (3) matches.
- v. Before each match, teams choose to start the serve or their side of the court by winning a coin toss.
- vi. After each match, winning teams are awarded one (1) match win. Within a group, the winning team from each qualifier group is the one that has the most matches won.
- vii. Participating teams that forfeit their matches automatically award a win to the opposing team.
- viii. Quarterfinals and semifinals consist of elimination rounds with the winning team from each group playing against the winning team from the adjacent group (e.g., Group A vs. Group B, Group C vs. Group D etc.).
- ix. Quarterfinals and semifinals will be held on Sunday, the 27th of July 2025 at Joy Division Padel 2 (JOY2) with elimination matches in a "Fast

7" format where the first team to win four (4) out of seven (7) games is the winner.

- x. Finals will be held on the same day and venue in a three (3) set international tournament format without deuces or tiebreakers.
- xi. If in a game, both teams are tied at game point at 40-40 ("40-all" or "deuce"), the match will end with one (1) decisive winning point from either team ("golden point").
- xii. The first team to win six (6) games wins the set. If both teams are tied at five (5) game wins each in a set, the set will end with one (1) decisive winning game from either team. The first team to win two (2) out of three (3) sets wins the match.

c. Advanced Category

- i. Qualifiers will be played with thirty-two (32) teams of two Participants each from two (2) categories – Men's and Mixed – on Saturday, the 26th of July 2025 at Joy Division Padel 2 (JOY2).
- ii. Teams will be randomly grouped into four (4) groups of four (4) teams each per category.
- iii. Qualifying matches will be played in standard padel scoring, similar to tennis (0, 15, 30, 40...), in a "Fast 5" format where the first team to win three (3) out of five (5) games is the winner.
- iv. Teams in each qualifier group will play against every other team in their group in a round-robin tournament, meaning each team will play at least three (3) matches.
- v. Before each match, teams choose to start the serve or their side of the court by winning a coin toss.
- vi. After each match, winning teams are awarded one (1) match win. Within a group, the winning team from each qualifier group is the one that has the most matches won.
- vii. Participating teams that forfeit their matches automatically award a win to the opposing team.
- viii. The next levels (quarterfinals and semifinals) consist of elimination rounds with the winning team from each group playing against the winning team from the adjacent group (e.g., Group A vs. Group B, Group C vs. Group D etc.).
- ix. Quarterfinals and semifinals will be held on Sunday, the 27th of July 2025 at Joy Division Padel 2 (JOY2) with elimination matches in a "Fast 7" format where the first team to win four (4) out of seven (7) games is the winner.
- x. Finals will be held on the same day and venue in a three (3) set international tournament format without deuces or tiebreakers.
- xi. If in a game, both teams are tied at game point at 40-40 ("40-all" or "deuce"), the match will end with one (1) decisive winning point from either team ("golden point").
- xii. The first team to win six (6) games wins the set. If both teams are tied at five (5) game wins each in a set, the set will end with one (1) decisive winning game from either team. The first team to win two (2) out of three (3) sets wins the match.

8. 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.
9. In scoring or gameplay disputes, the umpire's final decision is incontestable. Prolonged escalation of disputes by Participants, hostile or otherwise, will result in forfeiture of the match.
10. The Organiser reserves the right to amend gameplay and/or tournament format unconditionally and without prior notice.

PRIZES

1. The Organiser is offering cash prizes, merchandise, complimentary court hours from the Event Partners and loans of fully electric Volvo cars worth more than MYR180,000 to the winners of the Tournament.
2. Prizes and the total prize values for each respective winners of each category are broken down as follows:

Beginner

	Cash Prize	Merchandise	Volvo Experience	Court Hours	TOTAL VALUE
Men's Champion	MYR 4,000	MYR 2,500	MYR 5,500	MYR 640	MYR 12,640
Men's Runner-up	MYR 2,000	MYR 1,200	MYR 5,500	MYR 320	MYR 9,020
Women's Champion	MYR 4,000	MYR 2,500	MYR 5,500	MYR 640	MYR 12,640
Women's Runner-up	MYR 2,000	MYR 1,200	MYR 5,500	MYR 320	MYR 9,020
Men's Semifinalist	N/A	MYR 150	MYR 5,500	N/A	MYR 5,650
Men's Semifinalist	N/A	MYR 150	MYR 5,500	N/A	MYR 5,650
Women's Semifinalist	N/A	MYR 150	MYR 5,500	N/A	MYR 5,650
Women's Semifinalist	N/A	MYR 150	MYR 5,500	N/A	MYR 5,650

Intermediate

	Cash Prize	Merchandise	Volvo Experience	Court Hours	TOTAL VALUE
Men's Champion	MYR 7,000	MYR 3,000	MYR 5,500	MYR 640	MYR 16,140
Men's Runner-up	MYR 3,500	MYR 1,500	MYR 5,500	MYR 320	MYR 10,820
Mixed Champion	MYR 7,000	MYR 3,000	MYR 5,500	MYR 640	MYR 16,140
Mixed Runner-up	MYR 3,500	MYR 1,500	MYR 5,500	MYR 320	MYR 10,820

Advanced

	Cash Prize	Merchandise	Volvo Experience	Court Hours	TOTAL VALUE
Men's Champion	MYR 10,000	MYR 3,600	MYR 5,500	MYR 640	MYR 19,740
Men's Runner-up	MYR 5,000	MYR 1,800	MYR 5,500	MYR 320	MYR 12,620
Mixed Champion	MYR 10,000	MYR 3,600	MYR 5,500	MYR 640	MYR 19,740
Mixed Runner-up	MYR 5,000	MYR 1,800	MYR 5,500	MYR 320	MYR 12,620

3. The value of cash prizes and merchandise are per team of two (2) players.
4. All winners are required to produce a valid identification document and sign an acknowledgment document upon collection of prizes and/or vouchers
5. Cash prizes will be paid to the main registrant of each winning team by the 31st of August 2025. 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 are not liable for any additional transaction fees and/or foreign exchange rates imposed by the winners' chosen bank.
6. Merchandise consists of official Volvo premiums and physical prizes from the Tournament's official sponsors which will be given to winners during the prizegiving ceremony on the 27th of July 2024 and cannot be exchanged for cash, cash equivalents or any other emolument.
7. Winners are entitled to one (1) Volvo Experience loan per player for up to seven (7) calendar days.
8. The Volvo Experience shall only be available for the Winners and cannot be exchanged for cash, cash equivalents or any other emolument, nor transferred to an individual other than the winners, except with a written request from the winner(s) followed by the Organiser's agreement in writing ("Loanee").
9. To be eligible for the Volvo Experience, the Loanee must be twenty-five (25) years or older and hold a valid and unrestricted Malaysian driver's licence or international driver's licence which is valid for use in Malaysia. The Loanee must contact the Organiser to

arrange for car availability and scheduling via the following personnel from the Volvo Car Malaysia's Marketing & PR team:

Ezra Low

+6012 974 4596

yung.yau.ezra.low@volvocars.com

Shahriman Shahreza

+6012 246 6062

shahriman.shahreza@volvocars.com

10. The Loanee shall be required to sign a Vehicle Loan Agreement prior to the Volvo Experience in order to be able to access and use the loan vehicle.
11. The Loanee shall be responsible to collect the loan vehicle for the Volvo Experience at the Organiser's business address at Menara Symphony, 5, Jalan Professor Khoo Kay Kim, Seksyen 13, 46200 Petaling Jaya, Selangor, Malaysia during business hours of 9am to 5pm from Monday to Friday except public holidays, at a time to be arranged with the Organiser.
12. Except for any liability that cannot be excluded by law, the Organiser (including its respective officers, employees, and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special, or consequential, arising in any way out of the Participant's participation in this Tournament or the Winners' usage of the Volvo Experience.
11. The Organiser reserves the right to vary the prizes without prior notice with items of equivalent value if the prizes listed are not available.
13. The Organiser shall not entertain any dispute or appeal regarding the results after the prize presentation ceremony of the Tournament.
14. Prizes must be taken in the forms as presented by the Organiser. They are not transferable or convertible and are subject to the rules and regulations or decisions as determined by the Organiser.

ATTIRE & ETIQUETTE

1. The official Volvo Padel Open t-shirt included in the Participants' sports kit must be worn during every match.
2. Only one (1) t-shirt 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. During Tournament days, participants will be given wrist tags to identify their team number and category. These tags must not be removed or transferred to another individual throughout the day. The Organiser reserves the right to re-verify Participants' identities by asking Participants to present a valid identification document at any time.
5. 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.
6. 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.

7. 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 AND HOSPITALITY REDEMPTION

1. The official Volvo Padel Open sports kits can be collected from the 21st of June to 6th of July 2025 at the Event Partners' venues (Joy Division Padel, Padelground, and PadelKu Megah).
2. Participants must collect the sports kit in person and present a valid identification document during collection. Collection by a third party on a Participant's behalf must be accompanied by a copy of the Participant's valid identification document.
3. Participants shall only be allowed to collect the sports kit at their chosen Event Partner venue and shall not be allowed to collect the sports kit at a different Event Partner venue from the venue selected during the registration process.
4. The sports kit will contain:
 - a. The official Volvo Padel Open t-shirt that must be worn during all matches;
 - b. One (1) voucher for MYR 15 off purchases from Food and Beverage Partners at Event Partner premises, valid until the 31st of August 2025; and,
 - c. One (1) voucher for a set meal and beverages redeemable from Food and Beverage Partner(s) appointed by Joy Division Padel on the finals on the 27th of July 2025.
5. Vouchers with a cash value must be presented upon payment and shall only be used on a single receipt, with one redemption per customer per transaction. Vouchers cannot be stacked for cumulative value, unless explicitly by the issuer. If the value of the transaction is an amount exceeding the Voucher's value, the excess shall be borne by the Participant. If the value of the transaction is less than the Voucher's value, the excess amount of the Voucher's value shall be forfeited and not carried forward to the next transaction.
6. This Voucher cannot be exchanged for cash or cash equivalents, discounts on padel equipment and court credits from the Event Partner(s) or the Organiser of the Tournament, or any other emolument from the Event Partner(s), the Food and Beverage Partners or the Organiser.
7. The Food and Beverage Partners reserve the right to refuse redemption, i.e., unavailable/sold out items on the menu without prior notification.
8. No Voucher may be copied, reproduced, or distributed in any form or by any means for use by a person other than the original recipient.
9. Neither the Organiser, its Event Partners nor Food and Beverage Partners shall be liable to the recipient for any financial loss arising out of refusal, cancellation or withdrawal of any voucher or any failure or any failure or inability of a recipient to use a voucher for any reason.

COACHING CLINICS

1. Coaching clinics will be offered during the registration process to participants in the Beginner and Intermediate categories on a first-come, first-served basis. Participation is complimentary and non-compulsory.

2. Coaching clinics will be held on the 12th and 13th of July 2025 at Joy Division Padel, Padelground, and PadelKu Megah with a duration of one (1) hour per session. Each session can cater for up to four (4) Participants per court.
3. Clinic sessions for the Beginner category will be held at 10:00am, 1:00pm, and 4:00pm. Clinic sessions for the Intermediate category will be held at 11:00am, 2:00pm, and 5:00pm.
4. Participants are required to present a valid identification document matching their registered name upon arrival. Clinic sessions are not transferable to another party and cannot be carried forward.
5. Participants should identify themselves at the Event Partner registration counter thirty (30) minutes before the start of their chosen session. Participants who arrive late to their chosen session may be allowed to join the clinic for the remaining time, subject to the discretion of the appointed coach. Participants who miss their session entirely are not guaranteed a replacement.
6. Participants are not allowed to attend more than one (1) clinic session per registration.
7. Participants are not allowed to swap sessions without prior notice to and confirmation from the Organiser. Any swap will be subject to availability and discretion of the organiser.
8. The Organiser and/or its Agents reserves the right to refuse entry to Participants who have not registered for the clinic sessions, do not have a valid identification document, arrive late for their session, attend a session that they have not registered for, or are not eligible for the sessions (e.g., Participants who have registered in the Advanced category).
9. The Organiser reserves the right to amend the number of Participants per clinic session, timing and/or dates without prior notice.

FORFEITURES AND DISQUALIFICATIONS

1. Participants and teams forfeit their match and/or progress at any point during the Tournament if:
 - a. One or both Participants in the same team are not present at the court five (5) minutes before the start of a scheduled match;
 - b. 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");
 - c. 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;
 - d. 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,
 - e. Any other reasons caused by a Participant that prevents, delays, or challenges the progress and/or timely continuation of the Tournament.
2. Any forfeiture of a Participant or team awards a match win to the opposing 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:
 - a. 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;
 - b. Suspicion of cheating, doping, a false demonstration of actual skill level during assessments, 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;
 - c. Unauthorised Participant substitutions 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,
 - d. 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

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.

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.

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:

- performing pre-contractual activities and our contractual obligations with you including assessing and/or processing any application submitted by you;
- ensuring the performance by you of your pre-contractual and contractual obligations to us;
- granting you access to, and monitoring your use of our platform ("Platform");
- facilitating your purchase and the preparation of a sale;
- managing and servicing our relationship with you and providing you with better customer service;
- conducting market surveys, research on planning, trend analysis product, goods and services;
- sending updates, pamphlets, advertising and promotional materials, and commercial material;
- 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;
- verifying your financial standing through credit assessment/reporting check and conducting background checks, if necessary;

- 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;
- inviting you to participate in our events, programmes and other activities organised or sponsored by us or on our behalf;
- obtaining professional advice and enforcing our rights;
- communicating with you and responding to your inquiries;
- providing you with information on our products and services;
- reporting to any relevant authorities;
- responding to any claims or legal process;
- 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;
- enabling us to respond to your request for a test drive session;
- enabling you to utilize our support services such as joining the Volvo car owners forum;
- complying with any legal or regulatory requirements; and
- such other purposes authorised by you or directly related to the foregoing.

(collectively, the “Purposes”).

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.

We may keep your personal data for a reasonable period to enable us to fulfil the Purposes.

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:

- any entities within the Volvo Car Malaysia group or Volvo Car Group of companies;
- 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;
- any other persons under a duty of confidentiality to Volvo Car Malaysia;
- credit reporting agencies and background check agencies;
- 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;
- 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
- 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.

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.

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.

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.

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

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.

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.

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:

- give consent on his/her behalf to the processing of his/her personal data (including any sensitive personal data);
- give consent to the transfer of his/her personal data abroad;
- receive on his/her behalf any data protection notices.

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.

Please note that:

- This Notice is issued in both Malay and English languages and in the event of any inconsistency, the English version shall prevail; and,
- 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

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.