



**OneTiger**

## **Booking Terms & Conditions**

### **Online Booking for Leisure Futsal Kickabout Sessions**

- Online bookings are exclusively intended for leisure futsal kickabout sessions.
- Full payment is required at the time of online booking.
- For events, corporate bookings, and futsal tournaments/league competitions, please contact us directly at [hello@onetiger.com](mailto:hello@onetiger.com) or via WhatsApp at 012-7183900. Please note that all such bookings require prior approval from our management. If a customer is found hosting an event, tournament, or competition without obtaining management approval, despite having made a booking and payment online, we reserve the right to ask the customer to vacate the premises immediately.
- We recommend checking in at our counter at least 5 minutes before your booking begins to confirm your reservation. Please present the confirmation email to our staff for verification.
- Users are expected to promptly exit the court after their session, allowing the next group access once the court has been vacated.

### **Amendments, Postponements, and Cancellations by Customers**

- Standard bookings are non-refundable.
- No refunds or credits will be provided for no-shows or unused bookings.
- Cancellations or postponements of events and company/corporate bookings must be submitted in writing to [hello@onetiger.com](mailto:hello@onetiger.com) at least two (2) weeks prior to the scheduled date.
- Should we incur any costs in preparation for your event, you will be responsible for covering the full cost.

### **Amendments, Postponements, and Cancellations by One Tiger Sdn Bhd**

- One Tiger Sdn Bhd reserves the right to amend, postpone, or cancel bookings due to unforeseen circumstances beyond our control, up to and including the day of the booking.
- In the event of a cancellation, our liability will not exceed the total charges payable by you, and we will not be responsible for any additional losses or damages.

**ONE TIGER SDN. BHD.** 202201016918 (1462615-A)

Lot 75, Jalan P10/21, Taman Industri Selaman, 43650 Bandar Baru Bangi, Selangor Darul Ehsan, Malaysia

[www.onetiger.com](http://www.onetiger.com)



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### Allocation of Futsal Courts

- One Tiger Sdn Bhd retains the right to modify the allocation of courts as necessary for in-house events, maintenance work, or at our discretion.

### Indemnity

- Users understand that facility usage is at their own risk and will indemnify One Tiger Sdn Bhd and its employees from any claims and damages arising from its use.
- One Tiger Sdn Bhd will not be held liable for loss of personal belongings, injuries, or death resulting from facility use.

### General Terms & Conditions

- Unauthorized private coaching is prohibited.
- Competitions are not allowed; facilities are for recreational play only.
- Smoking is strictly prohibited on our premises.
- Eating and drinking are not permitted on the courts.
- Outside food and drinks are not allowed on our premises.
- Pets are not permitted on our premises.
- Consumption of alcohol is prohibited on our premises.
- Proper sports attire is required. Bare bodies and feet are not allowed. Only soccer boots with soft spikes are permitted as footwear. Soccer boots with metal studs are strictly prohibited.
- Users found wearing improper attire or footwear will not be allowed to use the facility.

### Additional Notes

- Users are responsible for maintaining the premises and will be held liable for any damages to One Tiger Sdn Bhd's properties.
- One Tiger provides futsal balls for your use at no cost. It is mandatory to present your Identification Card (IC) at the counter upon rental; your IC will be retained by us for the duration of your session. All balls must be returned to the counter immediately after use. Be advised: failure to return the ball, or returning a ball that is damaged, will result in a penalty fee of RM 100. Compliance with these terms ensures a professional and fair environment for all patrons at One Tiger.

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- One Tiger Sdn Bhd reserves the right to take photographs or videos during events or activities within our premises for promotional or commercial use on our website and social media accounts without consent.
- One Tiger Sdn Bhd has the authority to terminate events not approved or considered inappropriate for facility use.
- Users and guests who violate the rules and regulations, or do not follow instructions from One Tiger Sdn Bhd, may be required to leave the premises and surroundings or banned from using the facility.
- One Tiger Sdn Bhd reserves the right to amend these rules and regulations without prior notice.

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