



FAQ – Alliance Bank KL Open Pickleball Championship 2025 - Registration Announcement

No	Question	Answer
General Registration Questions		
1	How do I register for the tournament?	Please access the registration page at http://events.courtsite.my/klopen and follow the steps on the page.
2	What is the registration deadline?	10th April 2025 or earlier if all slots are taken up
3	Is there a registration fee? If so, how much?	Intermediate Category RM 120.00 per player RM 240.00 per team Open Category RM 150.00 per player RM 300.00 per team
4	Can I register on the day of the event?	No, pre-registration is required.
5	Will I receive a confirmation email after registering?	Yes, you will receive an automated confirmation email after successfully submitting the registration form and completing payment.
6	Do I need an Alliance Bank Credit Card to register?	No, the tournament is open to general public.
7	Can Alliance Bank Staff participate in this tournament?	Yes, Alliance Bank staffs may participate in this tournament.
Eligibility & Categories		
6	Are there different categories for players? (e.g., beginner, intermediate, advanced)	Intermediate (For players with a DUPR rating of 3.49 and below) and Open
7	What are the age requirements to participate?	Players must be 18 years & above to participate.
8	Can I register as an individual, or do I need a partner/team?	Yes, but only for the Men's Singles (19+) category. All other categories require a partner for doubles.
9	Is there a separate category for doubles and singles matches?	Yes, there are separate categories for singles and doubles matches. • Singles: Only available in the Men's Singles (19+) category. • Doubles: Required for all other categories, including Men's, Women's, and Mixed Doubles across different age divisions (19+, 35+ and 50+).
Event Details		
10	Where and when will the tournament take place?	Pickle Social Club, Bukit Kiara, Kuala Lumpur from 25 April – 27 April 2025.
11	What should I bring to the event?	Mandatory Items: • Official ID (NRIC/Passport) – Required for check-in and verification. • Pickleball Paddle – Players must use their own paddles as per tournament regulations. • Proper Sports Attire & Non-Marking Court Shoes – Mandatory for all participants.

		<p>Recommended Items:</p> <ul style="list-style-type: none"> • Water Bottle & Snacks – Stay hydrated and energized throughout the matches. • Extra Clothing & Towel – For comfort before and after your games. • Personal Medical Supplies – Any necessary medication, knee/ankle support, or first-aid essentials.
12	Will equipment (paddles and balls) be provided, or should I bring my own?	<p>Official match balls will be provided for all games, but players must bring their own paddles as per tournament regulations.</p> <p>It is recommended to use approved pickleball paddles that comply with competition standards. Please also bring any additional gear you may need, such as extra grips, water bottles, and personal equipment for your comfort during the tournament.</p> <p> Note: Tournament organizers will not provide paddles for participants.</p>
13	What is the format of the matches? (e.g., round-robin, knockout)?	<p>The Alliance Bank KL Open Pickleball Championship 2025 will follow a round-robin format in the group stage, ensuring all players get multiple matches.</p> <ul style="list-style-type: none"> • Group Stage: Round-robin format, where players/teams compete against others in their group. • Elimination Stage: Top-performing players/teams from each group will advance to the knockout stage leading to the finals. <p>This format ensures fair play and competitive matchups, giving all participants a chance to compete before elimination rounds begin.</p> <p> Full match format details, including scoring and brackets, will be announced via email closer to the event date via the Baseline App – http://baseline.my.</p>
14	What time do the matches start?	<p>The match schedule will be finalized and shared with participants closer to the event date.</p> <ul style="list-style-type: none"> • Tentative Start Time: Matches are expected to begin in 8.00AM morning on each tournament day. • Check-In: Players are required to check in at least 30 minutes before their scheduled match time.

		The official match schedule will be communicated via email and published on the event website and on Baseline App (http://baseline.my) before the tournament begins.
15	How are winners determined?	<p>Winners will be determined based on the tournament format as follows:</p> <p>1. Group Stage (Round-Robin)</p> <ul style="list-style-type: none"> • Players/teams will compete in a round-robin format within their assigned groups. • Standings will be determined based on match wins, points scored, and head-to-head results if there is a tie. <p>2. Knockout Stage & Finals</p> <ul style="list-style-type: none"> • The top players/teams from each group will advance to the elimination rounds. • Single-elimination format applies, where winners progress until the final match determines the champion. <p>Prizes will be awarded to the top three finishers in each category, based on their performance in the finals.</p>
Merchandise Collection		
16	What merchandise will be provided to participants? (e.g., T-shirts, wristbands, goodie bags)	<p>Participants will receive exclusive event merchandise as part of their registration.</p> <p>Each participant will receive a Goodie Bag, which includes:</p> <ul style="list-style-type: none"> • Limited Edition KL Open x Protech Sports T-Shirt • Merchandise and vouchers from event sponsors, including Montigo, Canon, and Protech Sports • Team Photo Opportunity – Strike a pose with your paddle, captured by Canon (Day 2 at 12.00pm – 4.00pm only) <p>The final contents of the goodie bags will be confirmed closer to the event date. Further details will be shared via email and on the event website.</p>
17	When and where can I collect my merchandise?	<p>Participants can collect their exclusive event merchandise during the check-in process at the tournament venue.</p> <p>Collection Details:</p>

		<ul style="list-style-type: none"> • Date: 24 April 2025 (Thursday) – from 2.00pm – 10.00pm • Location: Pickle Social Club, Bukit Kiara, Kuala Lumpur (Registration Counter) <p>Further details, including specific collection times, will be shared via email and on the event website closer to the tournament date.</p>
18	Do I need to bring any confirmation details to collect my merchandise?	Participants must present their official ID (NRIC/Passport) and confirmation email to receive their merchandise.
19	Can someone else collect my merchandise on my behalf?	<p>Yes, someone else may collect your merchandise on your behalf, but they must present the following at the collection counter:</p> <ol style="list-style-type: none"> 1. A copy of your official ID (NRIC/Passport) or confirmation email for verification. 2. An authorization letter or written consent from you, allowing them to collect your merchandise.
20	What happens if I miss the merchandise collection period?	<p>If you miss the designated merchandise collection period, you may still be able to collect your items at a later time, subject to availability.</p> <p>Options for Late Collection:</p> <ol style="list-style-type: none"> 1. On-Site Collection: Visit the registration counter during the tournament to check if your merchandise is still available. 2. Alternative Collection Arrangements: Contact the tournament organizers after the event to inquire about possible collection options. <p>Please note that uncollected merchandise may not be available after the tournament ends.</p>
21	Is there an option to purchase additional merchandise?	<p>Additional KL Open 2025 merchandise will not be available for purchase. However, event sponsors may have their own booths where they sell their products, including sports gear and accessories.</p> <p>Participants are encouraged to visit sponsor booths at the venue for exclusive deals and promotions. Further details on participating sponsors will be shared closer to the event date.</p>
Cancellations & Refunds		

22	What is the cancellation policy?	<p>The Alliance Bank KL Open Pickleball Championship 2025 has a strict no-refund policy for registration fees.</p> <p>Cancellation & Refund Policy:</p> <ul style="list-style-type: none"> • No refunds will be provided for participant-initiated cancellations. • Refunds are only applicable if the tournament is cancelled by the organizers due to unforeseen circumstances. In such cases, registration fees will be refunded after a deduction of a RM10 administrative fee. <p>For further inquiries, please refer to the tournament terms & conditions or contact the event organizers.</p>
23	Can I transfer my registration to another player?	<p>No, registration transfers are not allowed for the Alliance Bank KL Open Pickleball Championship 2025.</p> <p>Transfer Policy:</p> <ul style="list-style-type: none"> • Player substitutions or registration transfers are not permitted once registration has been completed. • For doubles categories, changes to partners are also not allowed after the tournament draw has been finalized. <p>For any special circumstances or further inquiries, please contact the tournament organizers.</p>
24	Will I get a refund if I cannot attend?	No, registration fees are non-refundable if you are unable to attend.
Other Logistics		
25	Is there parking available at the venue?	<p>Yes, parking is available at the Pickle Social Club, The Courts @ KLGCC for participants and spectators.</p> <p>Parking Details:</p> <ul style="list-style-type: none"> • Limited parking spaces are available on a first-come, first-served basis. • Additional parking may be available within the KLGCC Resort area. • Participants are encouraged to carpool or use ride-sharing services to avoid congestion. <p>Further details on parking arrangements will be shared closer to the event date.</p>
26	Are there food and drink options at the event?	Yes, food and drink options will be available.

		<p>Food & Beverage Options:</p> <ul style="list-style-type: none"> • On-Site Vendors: Event sponsors and vendors may have booths offering food, snacks, and drinks. • Nearby Cafés & Restaurants: Additional dining options are available within the KLGCC Resort area. • Water Stations: Players are encouraged to bring their own bottles, as water stations may be available for refills. <p>More details on food and beverage options will be shared closer to the event date.</p>
27	Will there be medical assistance on-site in case of injuries?	<p>Yes, medical assistance will be available on-site throughout the Alliance Bank KL Open Pickleball Championship 2025 to ensure player safety.</p> <p>Medical Support Available:</p> <ul style="list-style-type: none"> • First Aid Station at the venue for minor injuries and medical needs. • Trained medical personnel on standby during the tournament. • Emergency procedures in place for serious injuries requiring further medical attention. <p>Players are responsible for their own health and fitness to compete. If you have any pre-existing medical conditions, please take necessary precautions and bring any required medication.</p> <p>For immediate assistance during the event, please inform the nearest event official or medical personnel.</p>
28	Can spectators attend? If so, is there an entry fee?	<p>Yes, spectators are welcome to attend the Alliance Bank KL Open Pickleball Championship 2025 and enjoy the tournament atmosphere.</p> <p>Spectator Entry Details:</p> <ul style="list-style-type: none"> • Free Entry – There is no entry fee for spectators. • Open Viewing Areas – Fans can watch matches from designated viewing sections at Pickle Social Club, The Courts @ KLGCC. • Sponsor Booths & Activities – Visitors can explore sponsor booths, promotions, and interactive experiences at the event.

		Bring your friends and family to support the players and be part of Malaysia's largest pickleball tournament!
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