

PicklePop Frequently Asked Questions (FAQ)

This document answers common questions regarding PicklePop portable pickleball court bookings, equipment use, and event conditions.

Please review the following information before confirming your reservation.

1. How do I book a PicklePop court?

Booking is done through our official contact channels:

- WhatsApp
- Facebook Messenger
- Viber

Please provide the following details when booking:

- Name
- Contact number
- Event date and time
- Location of setup
- Type of package requested

Once availability is confirmed, a **50% reservation fee** will be required to secure your booking.

2. What payment methods do you accept?

We currently accept payments through:

- **GCash**
- **Bank transfer**

We do not accept **credit cards or cash on delivery** at this time.

3. Can I cancel my booking?

Reservation fees are **non-refundable**.

However, bookings may be **rescheduled once**, provided the request is made at least **6 hours before the scheduled playtime**.

Rescheduling is subject to **court availability**.

4. What happens if it rains?

For outdoor setups, weather conditions may affect play.

Possible arrangements include:

- temporary pause until rain stops
- rescheduling the remaining play time
- rescheduling the entire event if the weather is unsafe

Safety will always be prioritized.

5. What if there is a typhoon or severe weather?

In cases of severe weather such as:

- typhoons
- heavy storms
- flooding warnings

PicklePop may **reschedule the event for safety reasons**.

Clients will be assisted in selecting a new available schedule.

6. What happens if there is an earthquake during play?

In the event of an earthquake or other natural emergency:

- players should immediately stop play
- move to a safe open area
- follow local emergency procedures

PicklePop will assist with rescheduling the session if the event cannot continue safely.

7. What happens if there is a power outage or brownout?

For night sessions, floodlights are used to illuminate the court.

If a **power interruption occurs**, the following may happen:

- temporary pause until power is restored
- extension of play time if possible
- rescheduling of remaining play time if necessary

We will coordinate the best possible solution with the client.

8. What happens if one of the floodlights stops working?

Our team checks lighting equipment during setup.

If a light stops functioning:

- our team will attempt to fix or replace the light if possible
- if lighting becomes insufficient for safe play, the session may be paused or adjusted

Player safety will always be the priority.

9. What happens if a pickleball is lost?

Pickleballs are considered **consumable equipment**.

If a ball is lost, replacements are available.

Replacement pricing:

- ₱150 per ball
 - ₱400 for 3 balls
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10. What if a paddle is lost or stolen?

The booking client is responsible for equipment during the session.

If a paddle is lost or stolen, a **replacement fee will apply**.

The amount may be deducted from the **equipment security deposit** if applicable.

11. What if someone damages the court flooring?

The PicklePop modular court system is durable but must be used properly.

Damage caused by misuse may result in **repair or replacement charges**.

Examples of misuse include:

- dragging heavy furniture on the court
 - sharp objects damaging flooring panels
 - removing or lifting flooring panels
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12. What if someone steals equipment during the event?

The booking client or organizer is responsible for supervising participants during the session.

PicklePop staff **will not remain on-site during the entire play session** unless supervision services were requested in advance.

Clients are responsible for ensuring that equipment is monitored during the event.

13. Is there staff present during the whole play session?

No.

PicklePop staff will:

- arrive before the event to set up the court
- return after the session to dismantle the equipment

The court will be left for **private use during the reserved session**.

Optional on-site staff supervision may be requested for an **additional fee**.

14. What if players misuse the equipment?

Players must follow the safety guidelines.

Misuse includes:

- climbing on nets or barriers
- tampering with flooring panels
- moving lighting equipment

Any damage caused by misuse may result in **replacement charges**.

15. Can we extend our playing time?

If the schedule allows, playtime may be extended.

Additional time is charged at:

₱1,000 per hour

Extensions must be confirmed with PicklePop staff.

16. What if we play beyond the booked time?

Clients must follow the agreed schedule.

Playing beyond the reserved time may result in **additional hourly charges**.

17. Can you set up the court anywhere?

PicklePop courts can be installed in locations such as:

- driveways
- parking areas
- subdivision roads
- covered courts
- parks
- event venues
- condominium open spaces

As long as the surface is **flat and safe for installation**.

18. What surfaces are suitable for court setup?

Suitable surfaces include:

- concrete
- cement
- indoor gym flooring
- pavement
- interlocking pavers

Slight slopes are acceptable as long as the surface is stable.

19. What surfaces are not suitable?

Courts cannot be installed on:

- grass
- soil
- sand
- gravel
- uneven rocky ground

These surfaces prevent safe installation.

20. Is pickleball beginner-friendly?

Yes.

Pickleball is one of the easiest sports to learn and can be enjoyed by players of all ages.

Many PicklePop clients are **first-time players, families, and groups of friends.**

21. Do you offer discounts for repeat customers?

Yes.

We may offer **special rates for repeat clients, corporate events, and community organizers.**

Please contact our team to inquire about **loyalty or repeat booking discounts.**

22. What happens after the session ends?

At the end of the session:

- PicklePop staff will return to the venue
 - equipment will be dismantled and collected
 - the equipment security deposit will be returned after inspection
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23. What happens if the venue becomes unsafe during the event?

PicklePop reserves the right to **pause or reschedule the session** if the venue becomes unsafe due to:

- weather conditions
- flooding
- electrical hazards
- unstable surfaces

Safety will always take priority.

24. Who should I contact for assistance?

For any concerns before or during your event, please contact PicklePop through:

- WhatsApp
 - Messenger
 - Viber
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25. How many players can play at the same time?

Pickleball is typically played as:

- **Singles (1 vs 1)**
- **Doubles (2 vs 2)**

This means **up to 4 players can play at the same time on one court.**

For larger groups, players can rotate in and out between games.

Many events organize **friendly rotations or mini tournaments** so everyone gets a chance to play.

26. Can we host a pickleball tournament?

Yes.

PicklePop courts can be used for **mini tournaments, corporate competitions, or community events.**

For organized events, we recommend:

- at least **6–8 paddles available**
- multiple balls ready for play
- rotation schedules for players

Tournament facilitation or coaching sessions may also be arranged upon request.

27. How much space is required for a PicklePop court?

The recommended setup area is approximately:

16 meters (length) × 9 meters (width)

This includes:

- the pickleball playing area
- side clearance for player movement
- safety space around the court

If you are unsure whether your location is suitable, you may send **photos or videos** for assessment.

28. Can we rent two courts?

At the moment, PicklePop currently operates **one portable pickleball court system**.

However, we may be able to assist with **larger events or multiple-court setups in the future** as our equipment inventory grows.

For special events, please contact us in advance to discuss possible arrangements.

29. Can we buy pickleball paddles from PicklePop?

Yes.

PicklePop offers our own paddle line called the:

Archer Roast Series

These paddles are designed for players who want **quality equipment with premium design**.

If you are interested in purchasing paddles, please contact us for:

- available models
 - pricing
 - product details
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30. Do you offer permanent court installation?

Currently, PicklePop focuses on **portable pickleball court rentals**.

We do not offer full permanent court construction services.

However, we can assist with **custom modular PVC flooring supply** for clients who want to install their own courts.

We work with trusted suppliers who manufacture **custom pickleball court flooring systems**.

If you are interested in purchasing modular pickleball flooring for your venue, feel free to contact us for more information.

31. Can PicklePop help set up pickleball courts for events or businesses?

Yes.

Our portable court system is perfect for:

- corporate events
- sports festivals
- community activities
- resort entertainment
- promotional events

PicklePop courts can transform many spaces into a **temporary pickleball court experience**.

32. Is pickleball suitable for beginners?

Absolutely.

Pickleball is widely known as one of the **most beginner-friendly racket sports**.

Many of our clients are **first-time players** who simply want to try the sport for fun with friends, family, or colleagues.

Coaching sessions can also be arranged for those who want to learn the basics.

Still have questions?

Contact PicklePop through:

- WhatsApp
- Messenger
- Viber

Our team will be happy to assist you.