

Please read these Terms and Conditions (“Terms”, “Terms and Conditions”) carefully before using the cereza.skedda.com website (the “Booking Platform”) and the Cereza Sports badminton hall facilities (the “Facilities” or “Badminton Hall”), operated by Cereza (“us”, “we”, or “our”). Patron(s) refers to an individual(s) or group(s) booking the Facilities.

Your access to and use of the Facilities and Booking Platform are conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Facilities and Booking Platform. Please contact Cereza at contact@cereza.com.sg if you have any queries.

By accessing or using the Facilities and Booking Platform, you agree to be bound by these Terms. The booking and use of the Facilities are subject to the Patron(s)’s agreement to these Booking T&Cs and all other terms and conditions applicable to the relevant venue or facility. The Patron(s) should review the Booking T&Cs carefully, as it forms a binding agreement between the Patron(s) and Cereza. If you disagree with any part of the Terms then you may not access the Facilities and Booking Platform. Any violation to these Terms will render present or future booking(s) to be cancelled, and all associated booking fee(s) shall be forfeited without any refund.

1. Bookings and Payment:

- (a) All regular bookings must be made through our Booking Platform accessed via the Cereza Sports website (<https://cereza.skedda.com>) on a first-come-first-serve basis, subject to availability and successful payment of booking fees.
- (b) All block bookings must be arranged directly with the Cereza Sports management, subject to availability and successful payment of booking fees.
- (c) All booking fees are reflected on our website and Booking Platform, subject to changes without prior notice.
- (e) Bookings are not complete and final until full payment is made and a confirmation email is issued.
- (f) Confirmation of all bookings shall be sent to the email address provided, once the payment transaction is cleared. If no confirmation email is received within **2** business days, please contact us.
- (g) All booking fees are strictly non-refundable.
- (i) All bookings are held for a grace period of **15** minutes only. In the event of no-show after the grace period, we reserve the right to allow other Patrons to use the allocated court without prior notice.
- (j) The Patron may be subject to onsite checks. Please be ready to present identification documentation and booking confirmation receipt upon request.
- (k) In cases of rescheduling where the booking fee for the replacement slot differs from the original booking fee paid, the Patron will either be refunded the difference or be required to pay for the difference in fees (on a case-by-case basis).

2. Cancellations and Refunds:

- (a) **By the Patron:** All bookings are final. Any cancellations made will not be refunded.

(b) **By the Facilities:** In the event that we have to cancel booking(s) (or part thereof), or where the Facilities is unusable for reasons such as urgent maintenance or events, we reserve the right to either (i) grant Patrons a replacement booking, or (ii) offer a refund for the affected booking(s), or part thereof. We reserve the right to make the final decision on any refunds in question. Patrons will be notified of cancellations in advance via email and/or SMS to the contact number provided in their booking.

3. Rules and Regulations of Use (General Bookings):

- (a) New booking slots are released daily at **12am** (Singapore local time) for up to **31** days in advance on a rolling basis, subject to change without prior notice.
- (b) Patrons are able to book a maximum of **4 hours** for each court per day, subject to change without prior notice.
- (c) Should there be any issues encountered with our Booking Platform, please contact us directly.
- (d) Patrons shall use the Facilities in accordance to confirmed booking details and timing.
- (e) Patrons shall vacate the Facilities at the expiration of confirmed booking timing.
- (f) Patrons are not allowed to assign, sublet or resell any bookings of the Facilities, or part thereof, without prior written consent from us.

4. Rules and Regulations Additions (Corporate Bookings and Competitions):

All competitions and/or corporate events of any kind must be booked through Cereza directly. For the avoidance of doubt, competitions and/or corporate events refer to any endeavour where individuals and/or teams play for positions, prizes, or any rewards-in-kind in an organised competitive or tournament style. Any such event being booked online hereby gives Cereza the right to stop the event and/or disallow entry to the premises, without any refund and prior notice.

5. Rules and Regulations Additions (General Use):

- (a) The use of our Facilities is strictly for community, social and recreational purposes only. Any other activities, such as but not limited to commercial activities, corporate events, unregistered private coaching sessions, and religious activities are strictly prohibited, unless otherwise approved by us.
- (b) Our Staff reserves the right of access to our Facilities and its premises at any time.
- (c) All Patrons shall abide by all reasonable requests made by our Staff.
- (d) All Patrons shall leave the Facilities and its premises in the same good condition as upon first entering the same for use. Patrons may not change the condition and/or location of equipment without our prior written approval. All equipment shall be returned to their original location in their original condition at the expense of the Patrons and any associated parties.
- (e) All Patrons shall conduct themselves appropriately when using our Facilities. We reserve the right to prohibit entry and remove from our Facilities any Patron who is difficult and/or uncooperative, or whose act and conduct we deem to be unreasonable and detrimental to the enjoyment, interests, well-being and safety of

our Staff and other Patrons. Our decision in this respect is final and we shall not be required to make any refund if the Patron is deemed liable for such misconduct.

(f) The Facilities may on occasion require time for setup and operational cleaning. While we will do our best to give advance notice, please note that such times may form part of the Patron's booking hour(s). There shall be no refund of booking fee(s), or part thereof, during this time.

6. Rules and Regulations Additions (Badminton Hall):

(a) Only correct footwear with non-marking soles are permitted in our Badminton Hall. Playing with incorrect footwear can damage or cause unsightly markings on the court surfaces, resulting in costly rectification work. Patrons and associated parties who do not conform to this condition will be asked to leave the Hall, and will be subject to a cleaning charge of at least S\$100 for any damages, stains, or markings on the courts.

(b) Food and drinks (except water) are not to be consumed in the hall. Patrons and associated parties who do not conform to this condition will be asked to leave the Hall and will be subject to a cleaning charge of at least S\$100 for any spills or stains of food and drinks.

(c) Patrons must remain appropriately and fully clothed at all times. All Patrons must change their clothes at the designated bathrooms only. The wearing or display of clothing with objectionable material, including but not limited to obscene content, and content that may incite political, racial, or religious tensions, is strictly prohibited. Patrons may be barred from the premises for violation of these clothing policies.

7. Rules and Regulations Additions (Bathrooms):

(a) Patrons and users should maintain a clean and tidy environment in the bathrooms.

(b) Consumption of food or drinks (except water) is strictly prohibited in the bathrooms.

(c) The use of audio and/or visual recording devices, including mobile cameras, is strictly prohibited in the bathrooms. Any claims and evidence for sexual, violent and/or suspicious misconduct shall be reported directly to and handled by the police. The Patron and associated parties will be liable for any costs incurred.

(d) For the purposes of safety and security, it is highly recommended for children under the age of **6** to be accompanied by an adult or custodian in using the bathrooms and changing rooms. If the child and adult are of opposite genders, the child should follow the adult and custodian in using the bathrooms.

(e) Patrons are strictly prohibited from accessing amenities located in the residential and office blocks of Cereza. For avoidance of doubt, this encompasses all bathrooms and water coolers located on level 2 and higher of the MDW dormitory.

8. Warranties and Indemnities:

(a) All Patrons and Users of the Facilities must be in good physical and mental health condition, free from any medical conditions which may affect or preclude them from safely participating in activities conducted in the Facilities.

(b) The Patron(s) must ensure that they seek advice from a medical practitioner before participating in any activity within the Facilities. The Patron(s) is required to

act responsibly and only participate in any activity that their health would permit, and which do not pose a risk to their health and safety, or to the health and safety of other Patron(s).

(c) By using the Facilities, the Patron(s) warrants and represents that they are physically and medically able to participate and have no physical or medical condition that would endanger their life or make their participation dangerous the Patron(s) or to others.

(d) For safety reasons, pregnant women, users with pre-existing health issues or medical casts are not permitted to use our Facilities. If in doubt, please seek medical advice.

(e) It is the responsibility of the Patron and associated parties to account for any injuries and deaths caused deliberately or negligently, whether fatal or otherwise, to any person(s) or any property of any person(s) on our premises, and to render the necessary compensations according to associated insurance policies.

9. Emergency: In the event of an emergency or evacuation, the Patron and his/her company must comply with all instructions given by our Staff.

10. Hazards: If in the opinion of our Staff, any item brought into the Facilities by the Patron or associated parties is considered to be a risk to Staff, the Facilities, or members of the public, we may require such item(s) to be removed. We do not accept responsibility for any accidents or incidents arising through any item(s) brought onto the premises by the Patron or associated parties by virtue of its condition or location nor any accidents or incidents arising from the abuse of our property by the Patron or associated parties.

11. Fire: The Facilities and its premises shall not be used for purposes, which will involve increased risk of fire or violate any policy of insurance.

12. First Aid: It is the responsibility of the Patron to make First Aid arrangements, as considered necessary.

13. Police: If we consider it necessary, we may engage police officers to the Facilities to preserve order. The Patron shall meet any expense incurred.

14. Child Protection: Where children are present, the Patron and custodians of the children must provide adequate stewarding for the control of entrances, corridors, staircases, toilets, and the use of the Hall.

15. Temporary Closing: In the event of any breakdown, accident, or other emergency situation where closure of the Facilities during opening hours is necessary for the sake of public safety, or as ordered by the relevant governing authorities, there shall be no refund of the booking fee(s) or part thereof.

16. Attendance: The Patron will be held responsible for the behaviour of all associated users, competitors, visitors, spectators and officials during the period of hire. The Patron is responsible for ensuring that only persons involved with the event are permitted into the Facilities. Any persons on the premises who are not involved must be brought to the attention of our Staff, or contact us directly.

17. Preparation: Preparation for all use must be made within the hour(s) of the booking.

18. PA System and Speakers: The PA system and speakers where available on our premises are strictly for our use only. For the enjoyment of others, Patrons are strictly not allowed to broadcast music on personal speakers.

19. Apparatus and Furniture: Any additional apparatus and furniture brought or sent to the premises by the Patron must be agreed by us in writing at an arranged time and shall not remain on the premises once the booking time has ceased. Any such property left on the premises outside of the agreed time shall be subject to an hourly charge to the Patron. We reserve the right to remove such property and the Patron will be liable for any costs incurred by us in such removal.

20. Damage: The Patron shall accept full responsibility for any damage or loss to our property as a result of their negligence and will be liable to any costs to repair or replace any such property.

21. Loss: We do not accept any responsibility for the safekeeping of clothing, valuables or any other personal property left in the Facilities or in the bathrooms. Owners are advised to make private arrangements for the safekeeping of personal property. Our Staff are not authorized to accept custody of such property.

22. Alcohol: We strictly prohibit the sale or consumption of alcohol on our premises.

23. Litter: All litter must be disposed in the bins provided or taken away. It is the responsibility of the Patron that the Facilities and its premises are left in the condition in which it was found. Further charges may be applied for additional rubbish clearance.

24. Smoking: Smoking is strictly prohibited inside our Facilities.

25. Pets: In the interests of health and safety, pets are not permitted in our Facilities.

Failure to comply with any of the conditions laid out may result in the termination of all bookings and future use, without recompense. We reserve the right to determine, amend, add to, delete from, or vary the Terms contained herein without prior notice.

Signed off by Cereza Pte. Ltd.