



CODE OF CONDUCT

This **Code Of Conduct** (this “**Agreement**”) is made and strictly enforced by:

1. TPM Partners Pty Ltd ACN 687 497 276 (the **Master Franchisee**); and
2. the relevant related body corporate and subfranchisee of the Master Franchisee,

to govern conduct at any Picklr facility operated by the Master Franchisee or any of its related body corporates or its subfranchisees (each a “**Picklr Club**”).

This Agreement is in effect at all times and applies to every individual who becomes a member, guest, spectator, or is otherwise present at any Picklr Club (“you” or “your”).

Application

The Agreement applies to you while you are present at, or using, any Picklr Club.

Code of Conduct

You agree to:

1. **Respect.** Treat all individuals present at a Picklr Club with courtesy and respect at all times and respect the Picklr Club, its staff and its equipment and refrain from causing any damage to the Picklr Club.
2. **Fair Play.** Comply with all applicable rules of play and use appropriate equipment and proper attire, such as shirts and shoes.
3. **Sportsmanship.** Demonstrate good sportsmanship in all interactions and engage respectfully with other participants, staff and spectators.
4. **Safety.** Take reasonable care of your own safety and the safety of others. This includes avoiding reckless or dangerous play that could harm yourself or others, the safe handling of equipment, adherence to Picklr Club guidelines, and the responsible use of the premises. The possession and use of weapons on a Picklr Club are strictly prohibited.
5. **Compliance.** Comply with all reasonable directions and instructions of the relevant Picklr Club staff in relation to safety, use of equipment and facilities, and efficiency of play and activities. Disputes shall be via the dispute resolution process below.
6. **Substance Use.** Not use substances to the extent that your judgment or performance is impaired during pickleball activities. Smoking is prohibited on all Picklr Clubs.
7. **Behavioral Expectations.** Not engage in physical altercations or attempt to strike another person. You agree to refrain from wearing obscene and/or offensive clothing. Harassment, threats, or intimidation of any kind are strictly prohibited. Foul, profane, or abusive language is not permitted. Any criminal activity that occurs on a Picklr Club will be reported to the appropriate authorities.
8. **Transparency.** Not provide false information or records to a Picklr Club and its staff.
9. **Disruption.** Not engage in any behavior that disrupts your own or others’ activities on a Picklr Club

This Agreement is intended to ensure a positive and enjoyable experience for all individuals at each Picklr Club. Compliance with this Agreement helps maintain the integrity and community of each Picklr Club.

Dispute Resolution

All disputes will be handled as follows:

1. **Respectful Conduct.** All parties involved in a dispute must conduct themselves respectfully.
2. **Reporting.** Reports must be submitted in writing to your Picklr Club within 72 business hours of the event. Contact information must be provided with each report.
3. **Third-Party Witness.** All reports must include a third-party witness.
4. **Ruling.** The Master Franchisee and/or the operator of the relevant Picklr Club (or a committee or other appropriate person appointed by the Master Franchisee and/or the operator of the Picklr Club) may investigate the matter, request information from the relevant persons and determine the appropriate outcome, acting reasonably having regard to the circumstances and information available.
5. **Resolution Timeline.** As far as reasonably practicable, disputes shall be resolved within 72 business hours of being reported. Violations will be evaluated on the severity and validity of the breach of conduct.
6. **Confidentiality.** Confidentiality shall be maintained throughout the dispute-resolution process.
7. **Relevant Authorities:** Nothing in this Agreement prevents a person from raising concerns with relevant authorities where appropriate.

Acknowledgment and Agreement

By becoming a member, guest, spectator, or by being present at a Picklr Club, you acknowledge that you have read and understood this Agreement and agree to comply with it.