

FAQ – The Highest Altitude Pickleball Tournament - Registration Announcement

No	Question	Answer
General Registration Questions		
1	How do I register for the tournament?	Please access the registration page at https://www.sportssync.asia/organizer/tournament/78 and follow the steps on the page.
2	What is the registration deadline?	CLOSED as it is full.

3	Is there a registration fee? If so, how much?	PACKAGE 1: • Men's Doubles (21+): RM 350/pair • Mixed Doubles (21+): RM350/pair • Women's Doubles (21+): RM350/pair Comes with: - RM80 F&B Credit - Tournament entry (2 pax/doubles) - Complimentary access pass to Cocktail Experience (first-come, first-served) - Goody bags PACKAGE 2: • Men's Doubles (21+): RM250/pair • Mixed Doubles (21+): RM250/pair • Women's Doubles (21+): RM250/pair Comes with: - Tournament entry (2 pax/doubles) PACKAGE 3 (Tournament + Room Package 1): • Men's Doubles (21+): RM590/pair • Mixed Doubles (21+): RM590/pair • Women's Doubles (21+): RM590/pair Comes with: - T2D1N stay in Superior Deluxe Room at Resorts World Awana - RM50 F&B credit - Tournament entry for two (02) - Complimentary access pass to Cocktail Experience (first-come, first-served) - Goody bags
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		PACKAGE 4 (Tournament + Room Package 2): • Men's Doubles (21+): RM850/pair • Mixed Doubles (21+): RM850/pair • Women's Doubles (21+): RM850/pair Comes with: - T2D1N stay in Club Suite at Resorts World Awana - Breakfast for two (02) - RM50 F&B credit - Tournament entry for two (02) - Complimentary access pass to Cocktail Experience (first-come, first-served) - Goody bags PACKAGE 5 (Tournament + Room Package 3): • Men's Doubles (21+): RM1,000/pair • Mixed Doubles (21+): RM1,000/pair • Women's Doubles (21+): RM1,000/pair Comes with: - T2D1N stay in Executive Suite at Resorts World Awana - Breakfast for two (02) - RM50 F&B credit - Tournament entry for two (02) - Complimentary access pass to Cocktail Experience (first-come, first-served) - Goody bags
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 received it with the email you used to book.
6	Can Somersby Staff participate in this tournament?	Yes, Somersby staffs may participate in this tournament.

Eligibility & Categories		
7	Are there different categories for players? (e.g., beginner, intermediate, advanced)	To participate, each player must have an individual DUPR rating, and the combined DUPR rating of the team must not exceed 7.2 at the time of registration.
8	What are the age requirements to participate?	Players must be 21 years & above to participate.
10	Can I register as an individual, or do I need a partner/team?	No, all other categories require a partner for doubles.
Event Details		
11	Where and when will the tournament take place?	Sports Centre, Resorts World Awana, Genting Highlands Pahang.
12	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. Recommended Items: • 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. • Cap/Hats - Keep you cool and comfortable throughout the game.

13	Will equipment (paddles and balls) be provided, or should I bring my own?	Official match balls will be provided for all games, but players must bring their own paddles as per tournament regulations. It is compulsory to use approved pickleball paddles. All paddles must meet USAPA and UPA-A standards in compliance with competition regulations. Please also bring any additional gear you may need, such as extra grips, water bottles, and personal equipment for your comfort during the tournament.  Note: Tournament organizers will not provide paddles for participants.
14	What is the format of the matches? (e.g., round-robin, knockout)?	The Highest Altitude Pickleball Tournament will follow a round-robin format in the group stage, ensuring all players get multiple matches. • 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. This format ensures fair play and competitive matchups, giving all participants a chance to compete before elimination rounds begin.  Full match format details, including scoring and brackets, will be announced closer to the event date via the sports sync – https://www.sportssync.asia/organizer/tournament/78.

15	What time do the matches start?	The match schedule will be finalized and shared with participants closer to the event date. • Tentative Start Time: Matches are expected to begin in 9.00am morning on the tournament day. • Check-In: Players are required to check in at least 30 minutes before their scheduled match time. The registration counter will be available from 8am – 9am, 19.10.2025. Check in Location, the registration counter (include in map). The official match schedule will be published on the event website and on sports sync (https://www.sportssync.asia/organizer/tournament/78) before the tournament begins.
16	How are winners determined?	Winners will be determined based on the tournament format as follows: 1. Group Stage (Round-Robin) • 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. 2. Knockout Stage & Finals • 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. Prizes will be awarded to the top three finishers in each category, based on their performance in the finals.

Merchandise Collection		
17	What will be provided to participants? (e.g., T-shirts, wristbands, goodie bags)	Each participant will receive a goody bag upon registration, except those who booked Package 2
18	When and where can I collect my goody bag?	Collection of Goody Bag during Check In. Collection Details: - Date: 19 October 2025 (Sunday) - From 8am – 10am - Location: Resorts World Awana, Genting Highlands (Registration Counter) Further details, including specific collection times, will be share via the Pickle Land Instagram page closer to the tournament date.
19	Do I need to bring any confirmation details to collect my goody bag?	Participants must present their official ID (NRIC/Passport) and confirmation (check with Sportssync on this) to receive their goody bag.
20	Can someone else collect my goody bag on my behalf?	Yes, someone else may collect your goody bag on your behalf, but they must present the following at the collection counter: 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.

21	What happens if I miss the goody bag collection period?	If you miss the designated goody bag collection period, you may still be able to collect your items at a later time, subject to availability. Options for Late Collection: 1. On-Site Collection: Visit the registration counter during the tournament to check if your goody bag is still available. 2. Alternative Collection Arrangements: Contact the tournament organizers after the event to inquire about possible collection options. Please note that uncollected goody bags may not be available after the tournament ends.
22	Is there an option to purchase additional goody bag?	No additional purchase of goody bag.
Cancellations & Refunds		
23	What is the cancellation policy?	The Highest Altitude Pickleball Tournament has a strict no-refund policy for registration fees. Cancellation & Refund Policy: • No refunds will be provided for participant-initiated cancellations. For further inquiries, please refer to the tournament terms & conditions or contact the event organizers.

24	Can I transfer my registration to another player?	No, registration transfers are not allowed for the The Highest Altitude Pickleball Tournament. Transfer Policy: • 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. For any special circumstances or further inquiries, please contact the tournament organizers.
25	Will I get a refund if I cannot attend?	No, registration fees are non-refundable if you are unable to attend.
Other Logistics		
26	Is there parking available at the venue?	Yes, parking is available at the Resorts World Awana, Genting Highlands for participants and spectators. Parking Details: - Limited parking spaces are available on a first-come, first-served basis. - Additional parking may be available within the Resorts World Awana area. - Participants are encouraged to carpool or use ride-sharing services to avoid congestion.

27	Are there food and drink options at the event?	Yes, food and drink options will be available. Food & Beverage Options: - Voucher to be issue upon check-in for those who are entitled with F&B credit - 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 Resorts World Awana area. - Water Stations: Players are encouraged to bring their own bottles, as water stations may be available for refills. More details on food and beverage options will be shared closer to the event date.
28	Will there be medical assistance on-site in case of injuries?	Yes, medical assistance will be available on-site throughout The Highest Altitude Pickleball Tournament to ensure player safety. Medical Support Available: - 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. 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. For immediate assistance during the event, please inform the nearest event official or medical personnel.

29	Can spectators attend? If so, is there an entry fee?	Yes, spectators are welcome to attend The Highest Altitude Pickleball Tournament and enjoy the tournament atmosphere. Spectator Entry Details: • Free Entry – There is no entry fee for spectators. • Open Viewing Areas – Fans can watch matches from designated viewing sections at Resorts World Awana, Genting Highlands • Booths & Activities – Visitors can explore sponsor booths, promotions, and interactive experiences at the event.
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