

TERMS & CONDITIONS

1. Acceptance of Terms

By purchasing tickets or using our services, you agree to these Terms & Conditions.

2. Ticket Usage

- Tickets may be **timeslot-based or day passes**
- Entry is only valid for the purchased session/date
- Late arrivals may result in reduced usage time or denied entry

3. Booking Rules

- Bookings must be made at least **6 hours in advance**
- Tickets are valid only for the selected session/date
- Tickets are non-transferable

4. Entry & Verification

- Customers must present a valid **QR code (via email)** upon entry
- SWG SPORT reserves the right to deny entry if verification fails

5. User Responsibilities

Users agree to:

- Follow all venue rules and safety instructions
- Use facilities responsibly
- Respect staff and other customers

6. Liability & Risk

All activities at SWG SPORT are undertaken **at the customer's own risk**.

SWG SPORT shall not be liable for:

- Injuries, accidents, or loss of personal belongings
- Any damages arising from misuse of facilities

7. Minors

- Children under **12 years old must be accompanied by a parent or guardian**
- Guardians are responsible for the safety and behavior of minors

8. Service Availability

SWG SPORT reserves the right to:

- Modify operating hours
- Close facilities without prior notice
- Refuse service where necessary

9. Technology Platform

The ticketing system is powered by **Qbot**, which facilitates booking and transactions.

SWG SPORT is not responsible for:

- Temporary system downtime
- Technical disruptions beyond reasonable control

10. Intellectual Property

All website content, branding, and materials are owned by SWG SPORT and may not be used without permission.

11. Governing Law

These Terms shall be governed by the laws of **Malaysia**.

12. Amendments

SWG SPORT reserves the right to update these policies at any time without prior notice.