

PICKLEBALL POP-UP AT CF SHOPS AT DON MILLS - FAQs

How long is the activation on for?

The pickleball pop-up will start on July 25 and the last day will be August 4 and is accessible throughout mall-opening hours.

Do I have to book a court to play?

We have two courts available - one is available on a first come first serve basis for 20-minute drop-in sessions, the other is available to book online for 1-hour reserved, guaranteed sessions. You can choose which experience works best for you.

Do I have to sign a waiver to play?

All participants must sign a waiver before playing. Children under 16 must have a parent or guardian sign the waiver on their behalf.

Is it suitable for children to play?

Children aged 8 and over are welcome to play. Children under 16 must be accompanied by a parent or guardian to play. Parents or guardians are ultimately responsible for judging whether or not their child is capable of playing and children must be supervised at all times. The court maximum of 4 players at any time still applies to children. Cadillac Fairview and Toronto United Pickleball Club do not take responsibility for children who participate or spectate.

How long can I play for?

If you are playing on our drop-in court, your session is 20 minutes long. If you have booked a reserved court online, your session is guaranteed for 1 hour.

How many people can play at one time?

Pickleball is a singles or doubles sport, so up to four people can play at one time.

What if I don't know how to play?

Our event staff are knowledgeable and can help teach you the basics of how to play if you would like to learn. We will also have some professional players on site on Saturdays and Sundays who can provide coaching and demonstrations.

Is the court suitable for high level or professional players?

We welcome participants of all levels, but this pop-up is a recreational experience, not a professional-grade court, and is best suited for casual play or to learn some basic skills in a fun, outdoor environment.

Do I need to bring my own equipment?

You are welcome to bring your own if you have it. We also have spare paddles, balls and

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safety glasses for you to borrow if you do not.

Will water be provided?

Please bring your own water and water bottle as we do not have a refill station. There are many nearby stores that sell water and other beverages and snacks if you need.

Is there somewhere to get changed?

We do not have any dedicated changing rooms. We recommend coming dressed in comfortable clothing you can play in.

What if the weather is bad when I have a booking?

Play will be rain or shine. If we expect bad weather that makes playing unsafe, we will close the courts, cancel and refund any impacted bookings. We cannot reschedule any cancellations on your behalf. If you choose to cancel or not attend your booking based on the weather but the courts remain open, we cannot issue a refund.

How much is it to book a court for a 1-hour session?

It is \$20+HST to book the court for 1 hour. You may bring up to 3 friends to play as well.

Why are tickets only available online?

With everyone leading such busy lives, online ticket sales makes the process easier and more convenient for our guests.

Can I play without a reservation?

Yes! You do not need to book to play on our drop-in court. This is available on a first-come-first-served basis, and drop-in sessions are 20 minutes long. If you want to secure a 1-hour play time though, you must book in advance.

Can I make a reservation when I'm at the mall?

We strongly encourage you to make your reservation prior to your visit to avoid disappointment of courts not being available. If there is availability when you are at the mall, you can make a booking through our website on your phone. Our brand ambassadors are not able to make the booking for you.

How many people can I bring for my booking?

You may bring up to 3 friends with you, for a total of 4 players in one booking.

Can I book more than once?

You can book up to one session per day.

How do I book a pickleball court?

To purchase your ticket, please visit our website.

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Where is my reservation confirmation?

After booking your pickleball session, you will receive a confirmation email with your reservation details. Please check your junk or spam email folders if you don't see an email from us. If you don't see a confirmation email from us in your inbox, spam or junk folders, please contact marketingsupport@cadillacfairview.com.

Can I cancel my reservation and get a refund?

To receive a full refund, cancellations must be made 48-hours or more before your reservation date and time. A refund will be issued within 2-7 business days.

Any cancellation made less than 48-hours before your reservation date and time will not be refunded. To cancel your reservation, please check your confirmation email. There is a link in the confirmation email which will take you to the appropriate website page to cancel your reservation.

Can I reschedule my visit?

Changes to your reservation can only be made 48 hours or more before your original reservation date and time. Please note that we cannot guarantee that time slots will be available should you decide to reschedule your visit.

I keep trying to book a pickleball session but all the time slots are sold out. Will you be adding more time slots?

Unfortunately we will not be able to add more time slots. Please continue to check the website as some time slots may become available due to cancellations.

Where are the pickleball courts located in the mall?

The pickleball pop-up is located on P4 of the parkade. You can take the elevator or stairs in the parkade vestibule to access.

How early should I arrive?

Please arrive 5 minutes early to check in. If you are more than 15 minutes late, we will open the court to drop-in players.

What company is managing the pickleball pop-up?

We are working with Toronto United Pickleball Club to run the pickleball pop-up.

I can no longer attend my scheduled booking. Can I transfer my ticket to someone else?

Unfortunately tickets cannot be transferred to someone else. If you need to cancel your visit, cancellations must be made 48-hours or more before your reservation date and time in order to receive a refund.

I can no longer arrive at my scheduled time. Can I arrive later in the day for my visit?

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We ask that you please arrive at your scheduled reservation time. We reserve your booking for up to 15 minutes before opening it to drop-in players.

Is pickleball available at other CF malls?

The pickleball pop-up is only taking place at CF Shops at Don Mills so don't miss out!

I booked the wrong date/time for my visit. Can I reschedule my booking?

To reschedule, please check your confirmation email. There is a link in the confirmation email which will take you to the appropriate website page to modify your reservation. Modifications must be made 48-hours or more before the date and time of your original reservation. Please note we cannot guarantee that other time slots will be available.