

FAQ

Client:	UMW Toyota
Title/ Media:	Toyota x Astro Audio All-Stars Pickleball Invitational FAQ
Job No:	[14067DT004] Toyota x Astro Audio All-Stars Pickleball Invitational
Date:	27 October 2025

Event Details

1. What is the Toyota x Astro All-Stars Pickleball Invitational?
 - The Toyota x Astro All-Stars Pickleball Invitational marks a celebration of Malaysia's fastest-growing sport. Featuring 8 Toyota teams and 8 Astro Audio All-Star teams, each led by one Astro Audio celebrity captain, the event unites players of all skill levels and age groups for a day of spirited competition, camaraderie, and connection. Toyota teams will compete among Toyota teams, while Astro Audio teams will face Astro Audio teams — with no crossover between the two sides. It's more than a tournament. It's where community and passion meet on the court.

2. When and where is the event happening?

- The Tournament will be held across 3 regional venues and dates:

Date & Day	Venue	Address
22 – 23 November 2025 (Saturday and Sunday)	D Pickle Zone	PTD 75289, Jalan Harum Utama, Taman Perindustrian Sri Plentong, Permas Jaya, 81750 Masai, Johor
29 – 30 November 2025 (Saturday and Sunday)	G.O.A.T Pickle Club	No. 341, Jalan Jeti Jelutong, Jelutong, 11600 Jelutong, Pulau Pinang
6 – 7 December 2025 (Saturday and Sunday)	First Shot Pickleball	Factory 19, Lot 102, Jalan Professor Khoo Kay Kim, Seksyen 19, 46300 Petaling Jaya, Selangor

Registration Related Questions

3. How do I register for this tournament?
 - Players may register online through the official registration platforms available on the Toyota website at <https://www.toyota.com.my/> and the Astro Audio radio station websites at the following:
 - i. Era: <https://era.syok.my/>
 - ii. Sinar: <https://sinar.syok.my/>
 - iii. Hitz: <https://hitz.syok.my/>
 - iv. Mix: <https://mix.syok.my/>
 - v. Lite: <https://lite.syok.my/>
 - vi. MY: <https://my.syok.my/>
 - vii. goxuan: <https://goxuan.syok.my/>

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viii. Raaga: <https://raaga.syok.my/>

4. Is walk-in registration allowed on the event days?

- No, pre-registration is required through the official registration platforms available on the Toyota website at <https://www.toyota.com.my/> and the Astro Audio radio station websites at the following:
 - i. Era: <https://era.syok.my/>
 - ii. Sinar: <https://sinar.syok.my/>
 - iii. Hitz: <https://hitz.syok.my/>
 - iv. Mix: <https://mix.syok.my/>
 - v. Lite: <https://lite.syok.my/>
 - vi. MY: <https://my.syok.my/>
 - vii. goxuan: <https://goxuan.syok.my/>
 - viii. Raaga: <https://raaga.syok.my/>

5. When is the registration deadline?

- Registration for the Tournament shall be open and closed in accordance with the following schedule:
 - i. Johor Bahru: 29 October – 6 November
 - ii. Penang: 29 October – 13 November
 - iii. Petaling Jaya: 29 October – 20 November
- Registration will close on the stated deadlines or earlier if all slots are filled.

6. How much is the registration fee?

- No entry fee is required to participate in the tournament.
- Registrations will be accepted on a first-come, first-served basis, subject to the available slots.

7. Will I receive a confirmation email after registering?

- Yes, an automated confirmation email will be sent upon successful submission of the registration form. If you do not receive the email, please contact hellopickle@toyota.com.my for assistance.

Eligibility and Categories

8. Is there an age requirement to participate in this tournament?

- Adult Categories: Open to players aged 19 and above only.
- Junior Categories: Open to players aged 12 to 16.

9. What categories are available in this tournament?

- In the Adult Category, each team shall consist of:
 - i. four (4) men
 - ii. four (4) women
- Teams will compete in Matches, with each Match consisting of four (4) doubles games:

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- i. Men's Doubles
 - ii. Women's Doubles
 - iii. Mixed Doubles A
 - iv. Mixed Doubles B
 - In the Junior Category, each team shall consist of either:
 - i. two (2) boys or
 - ii. two (2) girls or
 - iii. one (1) boy and one (1) girl
 - The Junior Category teams will compete in Matches, with each Match consisting of one (1) double game.
 - Each player may participate in only one game per match. This ensures fair play, balanced matchups, and opportunities for all members to contribute.
10. What is the eligibility for each of Men's Doubles, Women's Doubles, and Mixed Doubles?
- Players must submit a valid DUPR ID upon registration. DUPR Ratings must be below 3.500 with a minimum reliability of 50% at the time of registration. Players with NO RATING are to self-evaluate their level. However, their participation is at the sole discretion of the Tournament Committee.
11. What is the eligibility for each Junior Doubles?
- Players must be 12 to 16 years of age as of the Tournament date for the respective state in which they are participating. Parental or guardian consent is mandatory for participants competing in the Junior category.
 - Players shall be accompanied by a parent or guardian during the Tournament.
 - No DUPR rating is required.
 - Players must not have had any podium finishes in any prior tournaments / events.
12. Can I register as a partner or team instead of an individual?
- No, registration is on an individual basis only. Participants may indicate their preferred category, but final selection and pairing will be determined at the sole discretion of the Organising Committee.
13. Can I participate in more than one category?
- No, participants may only participate in one category and one region throughout the tournament.

Tournament Related Questions

14. What time do the matches start?
- All matches will begin at 9:00AM on each tournament day. The finalised match schedule will be shared with participants prior to the event.
15. What time does registration start on the tournament day?

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- All players are required to register and check in at the Registration or Tournament Desk by 8:00AM, prior to their scheduled event or match time. Players must present valid identification documents (NRIC) during check-in for verification purposes.
- Each participant is also required to sign the Sports Liability Waiver Form before being permitted to compete in the tournament.

16. Will there be a briefing session for players?

- Yes, a player briefing session will commence promptly at 8:30AM, and attendance is compulsory for all registered players.
- Failure to attend the briefing may result in disqualification or forfeiture of participation at the discretion of the Tournament Committee.

17. What should I bring to the event?

- NRIC – Required for check-in and verification.
- Pickleball Paddle – Participants must bring their own paddle.
- Player Jersey, Proper Sports Attire & Non-Marking Court Shoes.

18. Will equipment (paddles and balls) be provided, or should I bring my own?

- Official match balls will be provided for all games. Players are required to bring their own paddles in accordance with tournament rules; however, paddles will be available for rental for those who do not have their own.
- Paddles must appear on both USAP Equipment Approve or PA-A Approved Paddles lists. Additionally, participants should bring any personal gear they may need, such as spare grips, water bottles, and other items to stay comfortable throughout the tournament.

19. What is the format of the matches?

- The tournament will follow a round robin format in the group stage, ensuring all players get multiple matches. The top 2 teams from each group will advance to the knockout stage leading to the finals.

20. Will there be prizes?

- The prize distribution format for the **Adult Category** shall be as follows:

Cash Prize	Toyota (per team)	Astro Audio (per team)	Total (1 region)	Total (3 regions)
Champion	RM10,000 + Gold Medal	RM10,000 + Gold Medal	RM60,000	RM180,000
1 st Runner Up	RM8,000 + Silver Medal	RM8,000 + Silver Medal		
2 nd Runner Up	RM6,000 + Bronze Medal	RM6,000 + Bronze Medal		

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3 rd Runner Up	RM4,000 + Participation Medal	RM4,000 + Participation Medal		
5 th Place	RM500 + Participation Medal	RM500 + Participation Medal		
6 th Place	RM500 + Participation Medal	RM500 + Participation Medal		
7 th Place	RM500 + Participation Medal	RM500 + Participation Medal		
8 th Place	RM500 + Participation Medal	RM500 + Participation Medal		
Total	RM30,000	RM30,000		

- The prize distribution format for the **Junior Category** shall be as follows:

Cash Prize	Toyota (per team)	Astro Audio (per team)
Champion	Gold Medal	Gold Medal
1 st Runner Up	Silver Medal	Silver Medal
2 nd Runner Up	Bronze Medal	Bronze Medal
3 rd Runner Up	Participation Medal	Participation Medal
5 th Place	Participation Medal	Participation Medal
6 th Place	Participation Medal	Participation Medal
7 th Place	Participation Medal	Participation Medal
8 th Place	Participation Medal	Participation Medal

- All prize money shall be awarded on an individual basis to each eligible player from the Adult Category. Payments will be made directly to the individual winners, and the Organisers shall administer all disbursements accordingly.
- The Junior Category shall not be eligible for prize money. Instead, winners in the Junior Category will receive medals, merchandise, and cash vouchers in recognition of their performance, as determined by the Organisers.
- Disbursement of prize money shall be administered by ProPulse Events PLT on behalf of UMW Toyota Motor Sdn. Bhd. Prize money will be disbursed to the individual winners via bank transfer within thirty (30) to sixty (60) days following the conclusion of the Tournament.
- All winners must present their Malaysian Identity Card (MyKad) for verification purposes.

Facilities and Amenities

21. Is there parking at the venue?

- Yes, parking is available. We recommend carpooling where possible due to limited space.

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22. Are food and beverages available on-site?
- Yes, you can visit the cafe at the venue to purchase food and beverages.
23. Are spectators allowed?
- Yes. Spectators are welcome to attend and cheer on the players. Entry is free for all supporters.
24. Who do I contact for more information?
- For any inquiries, kindly reach out to our Careline team via email at hellopickle@toyota.com.my

Withdrawals

25. Am I allowed to withdraw from the tournament after registration?
- Players who wish to withdraw must notify the Tournament Committee in writing (email or WhatsApp) as early as possible.
 - Withdrawals made before the close of registration may be eligible for replacement or other consideration. The Organisers will find the replacement for the players.
 - Approved medical withdrawals will be granted, subject to the Organisers' discretion.

Partner Replacements (Doubles Only)

26. Can I replace my registered partner if they are unable to attend?
- Yes, a partner replacement may be permitted before the tournament begins, but this is subject to approval by the Organisers and must meet the following conditions:
 - A valid reason with supporting proof (e.g., injury, illness, or emergency) must be provided.
 - The replacement player must meet all eligibility requirements, including age and DUPR rating criteria for the selected division.
 - The replacement must be of the same gender and approved by the Organisers.
 - If a male player cannot participate and no eligible male replacement is available, the team captain or representative must inform the Organisers at least five (5) days before the tournament date to allow time for an approved replacement.
 - Replacements are subject to the Tournament Director's approval, and requests affecting tournament seeding especially for top-seeded teams may be declined.
 - No replacements are allowed once a team has played its first match, regardless of the reason.