

# Penticton Pickleball Club Court Reserve Signup Instructions

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## Program Notes

--Bookings/Registration for Club Programs: 1 week in advance @ 3 pm. Example: To book a court/program on a Wednesday, the window for booking/registering opens 1 Wednesday prior @ 3 pm

--Leagues & Teams Events: All information will be posted on CourtReserve notice board

--"Social Doubles" is intended to be less competitive/more fun and where partners sign up together and play the entire session as a team.

--if a program you want to register in is full, put yourself on the waitlist. If somebody withdraws it will auto register from the waitlist. It will also send you an email to notify you.

--With CourtReserve:      \*\*Our club programs are classified as Events  
                                     \*\*Booking a Court is classified as a Court Reserve Reservation

## Rules for booking Events/Reserved Courts

Following the recommendations from the survey and due to the record number of members this year, the following procedures are in effect:

- a. Bookings can be made up to 7 days in advance at 3:00 p.m.
- b. If you can't attend a previously made reservation you must cancel your event by 5pm of the day before. This gives sufficient time for someone from the waitlist to be added in your place and notify the Court Host. "No shows" for events are extremely frustrating for Court Hosts (CH). Not only could a waitlisted member have taken your place, the Court Host has to re-organize the session at the last minute. "No shows" will lose their court booking privileges.
- c. Members may only book one reserved court per day and must fill in player names by 5pm the day of the booking.
- d. If a reserved court has not been occupied within 10 minutes of the scheduled time, it is open to other members of the public (i.e. a 12:00 noon booking that is not claimed by 12:11 PM is open to other members or the public).
- e. Non-member/Guests must abide by the PPC guest policy/procedures. The person who books the Reserved Court is the "Court Host" for their court and is responsible for ensuring Club rules/procedures are followed. The court Host is also responsible for any non-member/guests completing a waiver (if one is not already on file), collecting the \$10.00 drop-in fee and placing it in the locked cash box in the cabinet.
- f. Members who do not follow these rules will lose their CourtReserve booking privileges.
- g. Reminder to Court Hosts, Court Captains and Club Members to complete incidence reports when an incident occurs on the courts.

## PC/Laptop CourtReserve Setup (Mobile App Directions are below)

1. Go to your search engine (ie: Google) on your device, can use iPad or Tablet as well
2. Type CourtReserve and then click "Court Reserve Login"
3. Click "Don't have an account" OR Member Log In – All new members have been set up with a CR Account
4. Click "I'm a player"
5. Search for your organization (Penticton Pickleball Club) then click, "Create Account"
6. Complete create account form. (Only need to fill our First name, Last name, phone number, **SELF RATING**, email address and mobile number) You must use same email address that you used when registering and paying your Club fee. If you are using a different email address, contact the club to notify them of the new address.
7. Click "Create account"
8. Make sure you agree to terms

## **PC/Laptop Navigation Directions (Mobile App Directions are below)**

### **To Register/Sign-up for any of the Club's EVENTS**

1. After logging on select Events...Calendar
2. Use the arrows or the calendar feature on the top of the screen to find the date
3. Click on the program you want to register/sign-up for
4. Select Register and Save/Finalize

### **To Withdraw from an EVENT you have Registered for**

1. Select Events...My Events
2. Click details of the Event you want to withdraw from
3. Select withdraw (reason not required)
4. Confirm withdraw by selecting withdraw again.

### **To Reserve an Open Court Time for you and up to 5 other players**

1. Select Reservations, then Book a Court
2. Scroll to the date and time you would like to reserve
3. Click on Reserve
4. The duration is automatically set for two hours.
5. Click Save
6. You must list all the players you want to play by 5pm the day that you booked the court with at least 4 players including yourself)

### **To Cancel a Court Time you have Booked**

1. Select My Account at the top of the screen
2. Scroll down to My Reservations
3. Select Details...Cancel Reservation (reason not required)
4. Confirm Cancel Reservation

### **iPhone or Smartphone CourtReserve Setup**

1. Go to your App Store
2. Search for CourtReserve
3. Click on "CourtReserve"
4. Click to install CourtReserve
5. Install the CourtReserve App
6. Open CourtReserve
7. Click "Organization"
8. Search for your organization (Penticton Pickleball Club)
9. Create Account (First name, Last name, **SELF RATING**, mobile number, email address and password – must use the same email address that you used when registering and paying your Club fee)
10. Click "Create Account"
11. Make sure you "agree to terms"

### **iPhone, Smartphone , Mobile App Navigation Directions**

#### **To Sign-Up/Register for any of the Club's EVENTS**

1. Select Event (it is also possible to go through Calendar to register for an Event)

2. Select Event Category of your choice
3. Select the Event of your choice
4. Select Register and Save

**To Withdraw from an EVENT you have Registered for**

1. Select My Events
2. Select Event you want to withdraw from
3. Select Withdraw
4. No Reason for withdraw is required
5. Select Withdraw again to confirm

**To Reserve an Open Court Time for you and up to 5 other players**

1. Select Reservations then Book a Court
2. Scroll to the day/time you want to book a court
3. Select Reserve
4. Add your additional players (at least 4 players including yourself)
5. Save

**To Cancel a Court Time you have Booked**

1. Select My Reservations
2. Select Reservation you want to cancel
3. Cancel reservation
4. Save

Questions? Issues? Contact [questionsandconcerns@pentictonpickleball.ca](mailto:questionsandconcerns@pentictonpickleball.ca)