



Employee Handbook PTV

(A Division Of Sports Connection, LLC)

Employment Guidelines	Page 2
PTO Days, Insurance, Dress Code, RSVP, Blue Book, Other Policies, Etc	
Emergency Procedures	Page 7
Pickleball & Tennis Overview.....	Page 8
Staff Roles, CourtReserve, Admin, Checklists, Reports, Phones, Emails, Etc	
Pickleball Charlotte	Page 11
Locations, Hours, Membership, Voicemail, Reminders, Cancellations, Etc	
PBC Programs & Policies	Page 14
Open Play Rules Rentals, , Bookings, Player Blocks, Waitlists, Etc	
Player Ratings	Page 20
Charlotte Tennis	Page 22
CJV.....	Page 25

EMPLOYMENT GUIDELINES

Employment At Will Policy - Employment with the “company” (SC/PT) is "at-will." This means that you may terminate your employment at any time with or without notice or cause. It also means that the “company” can terminate your employment at any time with or without notice or cause. While SC/PT generally adheres to progressive discipline, it is not bound or obligated to do so. Again, it is SC/PT's sole discretion as to whether you may be terminated at any time with or without notice or cause. In addition, SC/PT may need to alter your employment status, employment hours, schedule or demote you at its own discretion with or without notice or cause. As an At-Will employee, you are not guaranteed, in any manner, that you will be employed for any set period of time. No one in the company, except the Owner, in a written and signed contract, may make any representation or promise to you that you are other than an at-will employee. Any employee, manager or supervisor who makes such a representation or promise to you is not authorized to do so.

Paid Time Off (PTO) - Paid Time Off is granted to employees averaging 30+ hours per week on a consistent basis. After 1 year, employees are entitled to 4-10 days of Paid Time Off.

After 2 years, employees are entitled to 4-10 days of Paid Time Off.

After 3 years, employees are entitled to 8-15 days of Paid Time Off per year.

*No employee will receive more than 5 paid days in any one week without approval from Management.

*No more than 15 PTO days can be carried over. *All unused days will be forfeited upon termination.

Medical Insurance - At this time, SC/PT does not offer Health Insurance to employees. Many employees qualify for a subsidy through the Marketplace. Visit [Healthcare.gov](https://www.healthcare.gov) for more information.

Dental Insurance - The Employee Dental Insurance Plan is available to Full-Time employees that have satisfied a 30-day probationary period and who have averaged 30+ hours per week. SC/PT does not pay any portion of the employee's monthly premium. Premiums will be deducted pre-taxed from your paychecks (with 50% of the premium deducted from each check). Insurance will cease at the end of the month of termination unless otherwise advised. See the Human Resources Manager for more information.

Supplemental Insurance - The Employee Supplemental Insurance Plan is available to all employees that have satisfied a 6-month probationary period and who have averaged 30+ hours per week. SC/PT does not pay any portion of the employee's monthly premium. Premiums will be deducted pre-taxed from your paychecks (with 50% of the premium deducted from each check). See the Human Resources Manager for more information.

IRA - SC/PT offers a Simple IRA to all employees who meet the following criteria: (1) Have earned at least \$5,000 in compensation during each of any prior 2 years (2) Are expected to earn at least \$5,000 in compensation for the current year SC/PT matches dollar-for-dollar up to 3% of the employee's annual compensation. Your IRA contribution will be deducted pre-taxed from your paychecks. See Human Resources Manager for more information.

Athletic Participation - I expressly acknowledge and agree that participating in a sport associated or managed by SC/PT is NOT a function or duty of my job and is NOT approved by SC/PT as part of my job performance. I understand that if I voluntarily choose to participate in a sport at SC/PT, or associated offsite fields or locations, and get injured, it is not on work time.

Dress Code - We ask that all staff wear presentable clothes and wear your NAME TAG for your entire shift. (unless doing projects or possibly lessons and clinics if it is a hindrance to you while coaching) We have many people at our facilities who “look like they work for us”, or staff are onsite to play, but not on the schedule to work. The name tag lets our customers, future customers, and other staff members know who is working and who is not. Appropriate wear: Athletic, jeans, shirts, minimal verbiage (Pickleball related brands).

Clocking In/Out - Employees are responsible for updating their work times on Court Reserve. The schedule will be posted the Friday before the week of the next schedule. Staff will update their times for the days scheduled based on the email provided. Please have the time updated before the next week (Sunday). It is the responsibility of staff to check Bluebook, and the times provided for any errors. All staff are responsible for updating the times as needed day of to match actual times.

Meals & Breaks - Employees working over 6 hours may be given a paid break if job responsibilities permit. You must consult a manager first to get approval for a break. Employees are encouraged to take advantage of his/her employee discount in the Café (Ballantyne Location only). No discounts will be given on Alcohol or Bottled Drinks. Employees may bring his/her own lunch; we have a microwave and refrigerator. However, overnight refrigeration is not permitted. Food left in the refrigerator overnight will be thrown away. Any items put in refrigeration must be labeled with your name and date. Food is to be eaten in the designated areas, not in the view of customers!

Customer Service - Front desk staff should welcome EVERY customer that walks through the door. At least one staff member must be always behind the front desk. There is ALWAYS something that can be done; if you cannot occupy yourself with SC/PT related duties, management can help find a task for you.

Complaints - If you can solve a customer's complaint, do so immediately. Otherwise, find a manager to handle the complaint immediately. ALWAYS treat EVERY customer with the courtesy and respect you would appreciate and expect of yourself.

Compensation - Pay periods end on the 15th and the last day of every month; Checks will be issued on the 10th and the 25th of every month. Direct Deposit is required. Pay stubs, as well as W-2's, can be viewed online via ADP. Check with HR for access. Each employee should have a review at least once a year. If you have not had an employee evaluation meeting in the last year and would like one, please contact your manager. Raises are given based on Merit, Attitude and Effort, not length of service.

RSVP - RSVP should be submitted to Google Doc. The earlier you submit your RSVP, the earlier we will be able to create the work schedules. Staff submitting RSVP's early have a greater chance of getting scheduled more of their preferred hours.

Sample Responses for submitting your work availability and requests:

- AM
- PM
- OK
- OFF

Blue Book - Blue Book is our master schedule of WHO is working WHERE and WHAT they are scheduled to do. Everyone needs to understand the details of Blue Book and ask questions if not sure about a shift. Blue Book is how managers can communicate to staff details about what is needed each day during your shift. ***All employees are responsible for checking to make sure your Blue Book schedule is the same as your DaySmart schedule.*** Staff should view each day (ahead of time) they are scheduled to work and make sure they know what their responsibilities are. If not sure, please ask BEFORE arriving to work.

Communication - We use EMAILS as our primary tool for communicating with Staff and Customers. Please make sure you can check your personal email each day and respond if necessary to any emails. It is not necessary to respond if not asking for a response. We will trust you are receiving and reading emails. If you have a personal folder or group folder in the Office Email Account, please make sure to check that one regularly as well. The Office Email account should NOT be loaded on your phone, or kept open on your computer unless you are checking emails or asked to help with Admin. Please log out of the Office and your

personal email when using company computers. We, as a norm, do not use TEXT for business purposes. Some managers and staff may use text for quick messages, but please use Emails whenever possible.

Confidentiality Disclosure - This disclosure is to ensure that conversations between managers of staff members and managers remain confidential. Under no circumstances are the contents of these conversations to be discussed with other SC/PT employees, customers or vendors unless specifically directed by management. Breach of this disclosure will bear consequences which are at the discretion of SC/PT Managing Partners and General Managers. Examples of confidential material include, but are not limited to Pay Rates, Disciplinary Actions of Employees, Hire/Termination Plans or Details, Financial Information, Company plans/business

Call Out/Late - If you are going to be late for your shift, CALL the facility immediately and let a staff member know. If you are unable to work your shift, and it is at least 24 hours before the start of your shift, just EMAIL Office@PickleballCharlotte.com. If it is within 24 hours of your shift and you will not be able to work your shift, please EMAIL AND CALL.

Under 18 - Anyone working for SC/PT, who is under the age of 18, needs to have their parent information on file in DAYSMART. Parents need to log into DAYSMART Online and initial the liability waiver before an under 18 years of age staff can begin using DAYSMART Online. All New Hire Applicants also need their parent information before they can be entered in to DAYSMART.

Injuries - All injuries, no matter how small, should have an Injury report filled out. Injury reports should be sent to Ballantyne and will be entered into DAYSMART by the Admin staff and the original form will be given to Allan. Based on the severity of the injury, we may follow up and document in DAYSMART.

Disciplinary Stages

1. Verbal Warning
2. Written Warning
3. Suspension/Termination

*Some actions may be cause for immediate termination without previous warning.

**All warnings will be documented and signed by both the employee and manager and placed in your employee file.

Grounds for Dismissal: (Including but not limited to)

Cash Theft - Taking money from the register, Failure to ring up a sale or part of a sale, Purposely giving too much change, Inappropriately voiding a sale, Any mishandling of company funds, Unauthorized refunds or discounts.

Facility Theft - Giving away Open Play Sessions, Giving away food items, Taking Redemption or Concession items for yourself without paying, Taking uniform items for yourself or someone else without paying, Taking anything from SC/PT that doesn't belong to you including office supplies, balls, equipment, lost and found items.

Time Theft - Clocking-in before your scheduled shift (earlier than 5 minutes) without the authorization of a manager, Being Clocked-in for more time than you actually worked, Clocking another employee in or out, Being on the clock when you are changing clothes, gathering belongings or visiting with other employees at a shift change, Visiting with friends while working, Handling personal business on company time (i.e. phone calls, bills, homework, etc.)

Miscellaneous - Rudeness, less than professional behavior, or disrespect to customers or fellow employees, Dishonesty, Coming to work (scheduled or not) under the influence of alcohol or drugs, Insubordination, Any behavior that may reflect unfavorably on PBC/CT, The use of any tobacco products on SC/PT premises,

Bringing any weapons on SC/PT premises, Discussion of confidential information with unauthorized individuals, Unauthorized cell phone use, Violation of company policies/procedures, Excessive call outs, Giving yourself or others unauthorized discounts.

Notice - It is proper to give two weeks' advance written notice before termination of employment. If this is not done, all hours worked during that pay period are subject to minimum wage. Certain items that were given to the employee for use during employment are expected to be returned or your final check may be deducted for these.

Family and Medical Leave Policy - SC/PT has a Family and Medical Leave Policy that is in compliance with The Family and Medical Leave Act of 1993 (FMLA). Eligible employees must be employed by SC/PT at least twelve (12) months (but this period need not be consecutive) and must have worked at least 1250 hours of service during the twelve month period prior to the request. A SC/PT location with fewer than 50 employees within a seventy-five-mile radius is not covered under this leave policy or the FMLA. Forms for leave requests are available from Human Resources. Under the Leave Policy, a total of up to twelve (12) weeks unpaid leave of absence is available to eligible employees under the following circumstances:

- The birth of a child, but only within the first twelve months of the birth. This may not be used in conjunction with the Maternity Leave policy or the Sick Leave exception policy regarding maternity.
- The placement of a child for adoption or other legal placement, within the first twelve months of the adoption or placement.
- The need to care for a dependent, spouse or parent that has a serious medical condition.
- The serious health condition of the requesting employee, who renders the employee unable to perform the functions of his/her position.

During the unpaid leave, employees retain the same medical and dental coverage and must still contribute the same amount toward medical benefits as he/she paid before the leave began. (See benefits exception below.) Upon return to SC/PT at the end of the leave, the employee will be restored to his/her former position with the same rights, benefits, pay and other terms and conditions which existed prior to the leave, or to an equivalent position with equivalent rights, benefits, pay and other terms and conditions of employment. SC/PT reserves the right to deny leave reinstatement to key employees where such denial is necessary to prevent substantial and grievous economic injury to the company's operations. Key employees will be notified of the company's intention to deny reinstatement as soon as a determination is made that such injury would occur. In the event such an employee decides not to return to work from unpaid leave, he/she will remain on leave for the balance of the leave period and then be terminated. Key employees are defined as the highest paid ten percent of employees employed by the company within a seventy-five-mile radius of the facility where the employee is employed. Employees will be required to use all Paid Time Off to be granted unpaid leave as outlined above for the birth or placement of a child, or to care for a seriously ill family member. If the employee requests the leave due to his/her own serious health condition, the employee may also be eligible for sick leave pay or short-term disability payments if the condition of the leave meets the qualifications of those plans. Employees requesting leave for their own or an eligible family member's serious health condition will be required to provide medical certification. Medical certification must be provided thirty (30) days in advance of the request for leave when possible. SC/PT may, at its discretion, require a second medical opinion on the health condition and periodic recertification at SC/PT expense. Other exceptions/provisions: When both spouses work for SC/PT their aggregate leave in any twelve-month period may be limited to twelve weeks total, if the leave is taken for the birth or adoption of a child. Intermittent or reduced leave may be taken in case of a serious health condition, either an employee's own or that of a child, spouse, or parent, when medically necessary. The birth or placement of a child does not qualify for intermittent or reduced leave. Employees out on unpaid leave will be required to contact their supervisors at least every four (4) weeks to report on their status and intention to return to work at the end of their leave. Benefits based on an accrual basis (e.g. vacation, sick leave, and PTO time) will not accrue during unpaid leave under this policy. While on unpaid leave, an employee will not accrue seniority or service time for eligibility for a performance review, salary review, adjustment or bonus. Employment benefits which are accrued prior to the unpaid leave will not be lost. As previously stated, group health insurance will continue on the same basis as prior to the leave, as long as the employee continues to pay his/her contribution as required before the unpaid leave. An employee on leave for his/her

own serious health condition, will be required to provide certification from his/her health care provider that the employee is able to return to work and perform all of the functions of the job to which the employee is returning.

Harassment Policy - Our company is committed to a workplace that is free of discrimination and harassment based on race, color, religion, age, sex, national origin, sexual orientation, disability, or any other basis protected by Federal, State, or Local laws. To prevent such illegal harassment or discrimination from occurring, we will communicate this policy to every employee. No employee of this company is exempt from this policy. There is a Diversity Program in place that can be found on the company staff page and is required to be read by all employees. Acknowledgement of this handbook on New Hire Paperwork indicates that you have read this program. Examples of Misconduct Discrimination or harassment based on race, color, religion, age, sex, national origin, disability, or any other legally protected status is considered a form of employee misconduct. Examples of such misconduct may include but are not limited to: A request or demand for sexual favors accompanied by a threat concerning an individual's employment status or a promise of preferential treatment. Unnecessary and unwelcome touching of an individual; for example, patting, pinching, hugging, or repeatedly brushing against an individual's body. Verbal or physical tormenting; or Offensive jokes, comments, slurs, email, memos, faxes, posters, cartoons, or gestures. Disciplinary action, up to and including termination, may be taken against any employee engaging in this type of behavior. Disciplinary action may also be taken against any employee who in bad faith makes a false or dishonest claim of harassment or discrimination. Any supervisor or manager who has knowledge of such behavior yet fails to take appropriate action is also subject to discipline. Reporting Complaints Any employee who believes he or she is being discriminated against or harassed based on any of the grounds stated above must report it immediately to his or her direct supervisor or to the Human Resources Department if he or she does not feel comfortable reporting to his/her direct supervisor. The company will investigate the complaint, make a written determination of its conclusion, and when appropriate, prepare a plan of action to correct the problem and prevent reoccurrence. The company shall inform the complaining employee of its determination. Non-Retaliation

Under no circumstances will an employee be penalized for reporting what the employee believes in good faith to be harassment under this policy. If you believe that you are being retaliated against for bringing a complaint of harassment or discrimination, you should report such conduct immediately to your direct supervisor or to the Human Resources Department. Any supervisor or manager who retaliated against an employee for making a complaint shall be subject to disciplinary action up to and including termination.

Violence Prevention - SC/PT has a ZERO-TOLARENCE policy when it comes to violence in the workplace. This includes customer to customer violence, customer to employee violence, or employee to employee violence. Employees shall NEVER escalate a violent or potential violent situation. This includes, but is not limited to, fighting and verbal confrontation. All Employees are required to seek a manager, or director at the first site of any potential situation. It is VERY important to de-escalate any altercation and if an unruly customer, or employee will not calm down, law enforcement is to be called IMMEDIATELY.

EMERGENCY PROCEDURES

IN CASE OF AN EMERGENCY, DIAL 911

Severe injury - Do not move injured participant. Call 911 immediately with information regarding type of injury. Is the person unconscious or breathing? How was the person injured and what is the type of injury?

Minor injury - Supply injured participant with ice, band-aids, etc. from the first aid kit, but do not administer first aid directly. Always complete an incident report regardless of severity. Put in Manager's mailbox when complete.

Emergency Numbers - **In case of an emergency, dial 911.** Do not take the time to locate local department numbers.

In case of Fire, Natural Disaster, etc – Stop all activity and evacuate the facility immediately. Do not panic and do not delay your exit from the building by looking for belongings or other people. Emergency lights will turn on. Do not re-enter the facility until instructed to do so by supervisor or fire/rescue worker

In case of Power Outage - Have all employees/patrons stop working/playing/etc. and gather in the front lobby. The emergency lights will stay on as long as the power is off. Once the power comes back on, the lights will come back on automatically but will take a few moments to heat up. There should be a flashlight at each POS/counter.

Missing Child - When a child is reported missing, a detailed description of the child must be obtained including name, age, approximate height and weight, hair and eye color, and what the child was wearing when last seen. All employees will be notified on walkie-talkies of a "Code Orange" and given a description of the missing child. Employees who have been assigned to the front door should immediately begin monitoring and asking customers with children who resemble the description to wait until management arrives. Management should then ask the child his/her name and if the adult is their parent. The parent or guardian of the missing child will be escorted to the front of the facility to assist in identifying the lost child. After hearing "Code Orange", employees should begin looking for the lost child. If the child is not found within 10 minutes, the local police should be called. If the child is found and appears to have been lost and unharmed, the child will be reunited with the parent or guardian. If the child is found accompanied by someone other than the parent or guardian, efforts will be made to delay the departure of the adult accompanying the child. Do not put employees or other customers at risk of delaying the departure. The police should be called, and the person accompanying the child should be identified to the police.

First-Aid Kit: First-Aid kit is located behind the front counter. Kit includes band-aids, antiseptic wipes or spray, eye wash, burn ointment, plastic bags (for ice), pain relievers, etc. Do not administer first-aid directly.

PICKLEBALL, TENNIS , Volleyball OVERVIEW

Pickleball Charlotte & Charlotte Tennis are divisions of Sports Connection LLC. For management and marketing purposes we operate the Pickleball & Tennis (PT) operations separately from Sports Connection (SC). Sports Connection (Sports and Family Entertainment), Carolina Juniors Volleyball (Volleyball Club) and Carolina Beach (Beach Volleyball Club) are also divisions of Sports Connection, LLC. The following pages explain the details and information needed to be able to work with PT. There are additional training documents and guidelines to work on the SC side of the business. Please see your manager if any questions.

FAQ - The FAQ section on the website should answer most questions customers have. The FAQ's are also a great resource for employees. If you hear questions from customers or staff that are not answered on the FAQ section, please email Office@PickleballCharlotte.com to let us know so we can add it.

Admin / MOD - Our Admin / MOD shift will manage Phones and Emails from 8:00 AM – 10 PM each day. This shift is usually indicated in Blue Book as the Light Green person. This person(s) is responsible for making sure everything is handled at all locations, especially phones and emails. This person may not actually handle everything but will delegate and check to make sure things “are handled”. Sometimes Managers may work these shifts from home or a different location.

Checklists - Please use the Checklists at each location to get all the required items done each day. Even if you think you know and remember everything, please take a minute to complete, sign/initial the checklist. If you find additional items that need to be added, or deleted to the checklist(s), please email Office.

Phones - Our main Admin /Manager On Duty each day will be setting the correct extensions to ring either on First, Second or Third Ring Group. **IF your phone rings, please answer it.** All staff should answer the phone, “This is NAME, how can I help you?” All staff need to know how to Transfer a Call and Put a Call On Hold. No ringers should ever be turned off. Each location has specific phones for specific uses. Please make sure the correct phones are with the correct staff and in the correct offices. Please put ALL phones on the correct chargers at night. *Employees should never allow customers to call or text directly to and from their personal accounts.* All correspondence should be from the 3CX phone system phone.

Emails - All Emails to and from customers should be at Office@PickleballCharlotte.com and Office@CharlottetennisNC.com . *ONLY employees with specific permission should be in the Office Outlook Email Program.* Employees who are allowed access to Office Emails need to clearly understand the procedures of what to do with any incoming email. See Email procedures and notes for more details.

Closing Reports - An email report at the end of the day or during the day is the best way to communicate, document and organize the summary of the Day's Activities and to Highlight the “Goods, Bads and Future Needs” as it relates to your Location to the owners. The Closing Staff / Managers should send a closing email report to Reports@PickleballCharlotte.com at the end of each day. The email should come from your personal email (not office email) and cc'd any other staff that they were closing with you and helping with the closing report. This allows Allan or other managers to respond to YOU, not to the Office if need to follow up with anything. Managers will forward the Closing Report to the correct staff with SC / PT as needed. The email should be copied and pasted in the PICKLEBALL / TENNIS Notes in DaySmart. Please remove any confidential information from your Closing Report when you paste a copy of the report in DaySmart.

Payments - Pickleball Charlotte is a pay-to-play facility. Under no circumstances should anyone be on any roster or reservation without payment. If someone is added without payment, there **MUST** be a note on the event; otherwise, they will be removed. All roster additions without payment must be approved by a director or GM.

Staff Memberships and Court Privileges - All full-time PT managers may be issued free Pickleball Deluxe Membership. Part Time staff may be issued a free Pickleball Basic Membership. Staff are welcome to book Open Play, Court Rentals etc based on the same benefits as other Basic and Deluxe Members. Staff wishing to reserve a court during non-prime hours (Mon-Fri from 1-5:30 PM) for 2 hours can do so in their CourtReserve account. There is no charge for the staff

member(s), but there is \$8 per person Guest Fee or other players. This fee is to be paid by the staff member booking the court. Please limit these special rentals to **one** per week. Court use at other times should be rented on your CourtReserve APP, not the admin / employee version of CR. For special occasions or other special privileges, please contact Allan.

Customer Problems - If we ever have a problem with a really upset customer, find a manager and try and deal with the problem in an area away from other customers. Customers that are out of control and not listening to reason, cursing, etc, politely ask them to leave the facility immediately and ask them to email Office@PickleballCharlotte.com, Office@CharlotteTennisNC.com or SOoffice@SportsConnectionNC.com and our General Manager will handle. If they refuse to leave, call 911 and let them know you have a non-emergency with an upset customer that you have asked to leave your facility and they refuse. Do not threaten the customer that you are going to call 911, just do it. Giving an upset customer free stuff is not always the best way to handle or defuse a situation. If unsure of how to handle, call Allan's cell number at 980-722-6511 or Michael's at 704-904-2292.

PICKLEBALL/TENNIS Notes - Managers and Staff should read Pickleball / Tennis Notes in CourtReserve each day. Many of these notes are copies of the Closing Manager Reports, but often they are noting things any staff might add to communicate with all other staff on helpful information, customer issues, suggestions, etc. Please sign your notes and do not include anything in the notes that are of a confidential nature.

Players Cards and/or Barcode - Players have a barcode through their CourtReserve App which should be scanned before any event.

Customers' Court Reserve Accounts - We do not create customer accounts. Customers are responsible for creating their own account. EXCEPTIONS – Pro Shop Purchases, Gift Cards, and Language Barriers

CourtReserve - CourtReserve is the Online Program and APP all customers need to use to register for any Pickleball or Tennis Programs or Events. All staff should check their CourtReserve account on the APP version and the Internet version periodically and Search, Sort, Click, Read, Play, etc as if you were a customer and become familiar with how to navigate and report any problems, issues, suggestions etc. Reading the Announcements and News sections will also keep you up to date on many of the changes and help you answer customers' questions. Please make sure to log in and out of your CourtReserve account when using an office computer.

Search for Member, type full first or last name or whole name i.e., Allan Haseley:

Account Tabs as follows:

Details - Allows you to see the customer's Name, email address, any notes, Pickleball Rating, beginner series/clinics, member number, phone number, address.

Membership - This tab will show the type of membership, sign date, renewal date, billing date and cancel membership.

Reservations - This tab will show if the customer has made any Upcoming, Past, Canceled clinics/lessons.

Events - Upcoming, Past, Canceled, Waitlist for Open Plays/Special Events.

Login - Allows you to see the last login date/time, the customer's email and username. This tab will also allow you to send the customer a password reset.

Family - This allows you to create a family and attach members under the family name. Primary family name and family role. You will go to each family members page and find the family name and attach them to that family.

Billing - Allows you to view Transactions, Packages, and Payment Profiles.

Transactions - shows refunds, payment type (credit card, cash, or account credit).

Payment Profiles - the card the customer has placed on the account to be charged.

Waivers - if a customer has signed a waiver online it will show here. If there is no waiver on file, please, use the "Push to sign Queue" option. Have customers come around the counter to sign waiver if present.

Player Notes - Maintaining detailed customer notes is a vital part of quality customer service. With so many different individuals answering phones and emails, it is important that everyone is aware of

previous conversations and exchanges. It also allows us to be consistent with our customers and the information they are receiving.

PICKLEBALL CHARLOTTE

Pickleball Charlotte is a division of Sports Connection. Pickleball Charlotte has its own domain (www.PickleballCharlotte.com/) and own email (Office@PickleballCharlotte.com). The central phone number is the same for all locations, 704-583-1444. Customers can press 3 when calling in to be connected directly to a Pickleball staff member. Most communication should be sent to the Office email. All staff should understand all the information on the Website, in DaySmart Calendar, and CourtReserve. The information below will help you better understand the basics of Pickleball and handle questions and work at BL (Ballantyne), SL (Sharon Lakes), GS (Granite Street), NL (Northlake) for set up, check-in, etc.

Locations

- Ballantyne – 11611 Ardrey Kell Road
7 Indoor Courts, 6 Outdoor Courts, 2 Indoor Training Courts (ALL Outdoor Surfaces)
- Sharon Lakes – 8401 Sharon Lakes Road
16 Indoor Courts, 6 Outdoor Courts (ALL Outdoor Surfaces)
- Granite Street – 10930 Granite Street
14 Indoor Courts (Cushioned Floor), 4 Outdoor Courts
- Northlake – 8626 Hankins Road
8 Indoor Courts (Cushioned Floor), 8 (Outdoor Surface)

Current Operating Hours

Below are our base operating hours, we will open additional hours for special events and will change the hours each month based on customer feedback and staff availability. Both Northlake & Granite are scheduled as needed for events.

Ballantyne:

Monday - Friday 9:00 AM - 9:30 PM
Saturday 9:00 AM - 8:00 PM
Sunday 9:00 AM - 7:30 PM

Sharon Lakes:

Monday - Friday 9:00 AM - 9:30 PM
Saturday 9:00 AM - 6:00 PM
Sunday 9:00 AM - 7:30 PM

Membership Programs

Memberships	Premier	Deluxe	Basic	Non- Member
Cost	\$100	\$50 / month	\$50 One Time	No cost
Open Play - All Facilities	\$10	\$10	\$10	\$14
Free Open Play	14 Per Month	7 Per Month	None	None
Court Rentals	\$20/Hour	\$20/Hour	\$25/Hour	\$25/Hour

Prices and Membership Packages Are Subject To Change At Any Time.

- A Paid Membership is not required to participate in activities at any Pickleball Charlotte location.
- To register for any Open Play session, or any Program or Activity at Pickleball Charlotte, you must have at least a "Non-Member" membership.
- Memberships are valid at all 4 Pickleball Charlotte locations and are for the Indoor and Outdoor Courts.
- Memberships allow players to save money on Open Play.
- Memberships start the day you purchase them and auto renew each year / month on the same day. Memberships are intended to be for a 12-month period, but you can cancel, or change, your membership online at any time. Once a membership type is cancelled, the same membership type cannot be repurchased for at least 6 months.
- Excessive "No Shows" may result in penalty fees and/or loss of membership.
- We are now accepting players on the waitlist for review.
- Prices are subject to change.
- Visit our [FAQ](#) section for more information on Memberships, Programs, Policies and Procedures.
- If you are a Current Deluxe Member, changes take place on October 1, 2024.

Ball Machines - We have a few Lobster Ball Machines. Please make sure you know how to operate them and charge them and check on customers to make sure they know how to properly use them.

Website - All staff are expected to read the www.PickleballCharlotte.com website and know all the information. The website is our main source of information for our Customers AND our Staff to stay up to date.

Voicemail - Press 3 for Pickleball Charlotte on our phone system. You should be familiar with all the options. Below is the current script, but it could change based on customer and staff feedback and call volume.

(PBC VM) Please select one of the following options or press 0 to talk to a staff member. Press 1 For General Information. 2 For Cancellations. 3 For Lost & Found. 4 For Open Play and Player Ratings. 5 For Court Rentals and Group Outings. 6 To Repeat these options.

(PBC VM 1) Visit PickleballCharlotte.com to learn everything about Pickleball Charlotte and then download the CourtReserve APP to get started playing Pickleball at one of our 4 Charlotte locations. You can also email us at Office@PickleballCharlotte.com for more information. Press 0 to talk to a staff member or 1 to return to the main menu.

(PBC VM 2) OPEN PLAY can be cancelled ONLINE On Your CourtReserve APP at ANY TIME before your scheduled session, but a credit will only be applied if cancelled at least 12 hours before. RENTALS can be cancelled ONLINE up to 12 hours before your rental and receive a full credit. CLINICS and Lessons can be cancelled ONLINE up to 24 hours before and receive a full credit. Please Email Office@PickleballCharlotte.com if you need to cancel after the online deadline. Press 0 to talk to a staff member or 1 to return to the main menu.

(PBC VM 3) If you have lost or forgotten an item, please EMAIL us at Office@PickleballCharlotte.com with the Date, Time, Location and Description of what you have lost. We will reply via EMAIL if we find your item. You can always look through our Lost & Found bins at any time. Press 0 to talk to a staff member or 1 to return to the main menu.

(PBC VM 4) All Open Play sessions require players to pre-register on their CourtReserve APP. Some sessions may require a specific Player Rating, while other sessions are open for ALL LEVELS. To learn more about Player Ratings and how to register for a session without having a Rating, or to request a new rating, please visit our Player Ratings and Frequently Asked Questions sections on our PickleballCharlotte.com website. Press 0 to talk to a staff member or 1 to return to the main menu.

(PBC VM 5) All our Indoor and Outdoor Pickleball Courts are available for Normal Rentals, Custom Rentals and Group Outings. All Normal Court Rentals must be booked online on your CourtReserve APP and can be booked up to 10 days in advance with a two court, three hour maximum per person. For Custom Court Rentals and Group Outing requests, please submit a Custom Request Form from our website or send us an email at Office@PickleballCharlotte.com. Press 0 to talk to a staff member or 1 to return to the main menu.

Questions and Responses - Some recent questions and sample responses.

Q: I bought a Deluxe Membership, and all the Open Play sessions are always full? **A:** Registration for Open Play sessions open 14 days in advance for all customers. Some customers find renting courts is an option if unable to get into Open Play Sessions. If you do not feel you are getting value out of your Membership, all memberships can be changed or cancelled online at any time.

Q: Why was my Player Rating dropped? **A:** We had a recent ratings recalibration to make play more enjoyable for all participants. It is simple to get re-rated in one of our many Open Play sessions at each facility.

Q: Can I bring a guest with me? **A:** Yes; All participants must have a CourtReserve account to register for events at Pickleball Charlotte. You have 2 options: your guest can create their own account and register as a nonmember OR you can add them as a family member on your account and register them as a nonmember.

Q: Why can't you book Courts for me further out than 10 days for the same \$20 per hour rate that I get with my Deluxe Membership? **A:** Access to court space is important to all players at Pickleball Charlotte. Member rates are available on a first come first served basis 10 days prior to the desired dates. Rates adjust when individuals are interested in priority reservations of multiple courts and hours.

Other Questions and Answers? Share with staff using PICKLEBALL / TENNIS Notes in DaySmart.

Events - We are experimenting with setting up the Open Play sessions using the Recurring Custom Event Creator Feature. **Please DO NOT edit the "Master Event"**. Can still edit the Max Numbers and Courts on the "Quick Edit" screen, but do not click "Edit Event" without checking with a manager.

Customer Event Reminders & Confirmation Emails - Event Reminders to go out 30 hours before the event. This will allow customers that need to cancel a Lesson or Clinic to do so online before the 12-hour deadline. We have updated the Event Confirmation emails to explain the new cancellation policies, check-in procedures, max per court, etc to match the website details. Here is the current copy of an Event Confirmation:

All players are required to check in at the front counter each time they enter a Pickleball Charlotte location. Players should download the CourtReserve APP and scan their player Bar Code from their cell phone.

General Booking Parameters

- **Court Availability** – Shows in CR 30 days in advance.
- **Normal Court Rental** – Book up to 10 days before. Pricing based on Membership level (usually \$20-\$30 per hour per court). Limit to 2 courts per day. Maximum of 3 hours per court. Book Online only. Pay at the time of booking.
- **Court Rental Cancel** – Can be cancelled on your CourtReserve APP for a FULL CourtReserve Account Credit if cancelled at least **12 hours** in advance. Courts may still be cancelled up until the start time of the Rental but credit will be given. Members will need to call/email if cancelling **AFTER** start time of Rental.
- **Custom Court Rental** – Book up to 60 days before. Custom Pricing based on needs (usually \$35-\$45 per hour per court). Fill out [Custom Request Form](#) or Email Office@PickleballCharlotte.com for more information and to book courts. Pay at the time of booking.
- **Facility Court Rental** – Book up to 12 months in advance. Custom Pricing based on needs (usually \$400-\$500 per hour for up to 8 courts or \$700-\$1000 per hour for up to 16 courts). Fill out [Custom Request Form](#) or Email Office@PickleballCharlotte.com for more information and to book courts. Requires signed contract. 50% deposit due at time of booking. Balance due 30 days before event.
- Our Pickleball Courts available to be booked Online are primarily for our Members and their Guests to rent for their personal enjoyment, not for businesses and individuals to use for profit. Individuals or Businesses wishing to rent our courts to conduct their own Clinics, Lessons, Leagues, etc., should fill out our online [Custom Request Form](#), or email Office@PickleballCharlotte.com to discuss the requirements.
- Paddles and Balls are not included with your Rental price. 4 Paddles and 2 Balls can be rented for \$10.
- Event Reminder – Is sent out 30 hours before Event.
- Waitlist – CR automatically adds players from Waitlist to the Event if a space opens and there is at least 2 hours remaining before the start of the Event.
- Open Play Register – Can sign up for an Open Play Session up to 14 days in advance.
- Open Play Cancel – Can cancel an Open Play session online at ANY TIME before event.
- Lesson or Clinic Register – Can sign up Lesson or Clinic at any time once in CourtReserve.
- Lesson or Clinic Cancel – Can cancel Lesson or Clinic online up to 24 hours before event.

Cancellations

- No refunds, only account credit.
- If a CC refund is approved by a director, it must go through HR (Cyndi/Bre) and a refund check will be issued and mailed.
- As a norm, there are no credits issued after the deadline except for extenuating circumstances. An email to Office@PickleballCharlotte.com is required if you are wanting us to consider a possible credit or partial credit for cancellations made after the deadline.
- Open Play Cancellations
 - Open Play Sessions can be cancelled on your CourtReserve APP at any time up to the start of your session. Cancellations made at least 12 hours before the start of your session will receive an automatic full credit to your CourtReserve Online Account. Cancellations made after the 12-hour deadline will not receive an automatic credit. Please be considerate to other players and take the time to withdraw yourself from any Open Session you are not able to attend.
 - The ABSENT button is for Leagues, Boot Camps and multi-day clinics and Series ONLY.

- Clinics/Lessons/Round Robins, Leagues, and Other Programs
 - Clinics, Lessons, Round Robins, Leagues and Other Programs can be cancelled ONLINE on your CourtReserve APP for a FULL CourtReserve Account Credit if cancelled at least 24 hours in advance. If you need to cancel a Registration AFTER the online deadline, please Email Office@PickleballCharlotte.com. Cancellations made after the 24-hour deadline will not receive an automatic credit.
 - Beginner Series - Participants cannot miss the first day of the Beginner Series. If they do, you should reschedule the entire series.
 - Beginner Series - If participants are going to miss the second day of the Series, register them for a make-up class on an upcoming Day 2

No Shows/Cancellations

- Excessive cancellations or “No Shows” may result in a member’s loss of their membership to Pickleball Charlotte future events, rentals, and programs.

Waitlists

- Open Play waitlisted players are automatically moved from the waitlist to the roster if a spot becomes available up to 2 hours prior to the event.
- Clinic/Lesson waitlist players are automatically moved from the waitlist to the roster if a spot becomes available up to 24 hours prior to the event.
- Automatic waitlist registration for Special Events will vary based on the event.
- If someone cancels the last minute within 2 hours, it is up to the member to watch the spots and add themselves in. Staff are not responsible for contacting the waitlist.

Nets & Courts - Granite Street & Northlake

All pickleball nets at GS and NL can be moved and set up by one person. Pickleball nets at NL should be stored in the hallway next to the CJV coach’s office. Granite Street Pickleball nets at SCG will be kept on the courts apart from weekends that have volleyball tournaments scheduled. All nets on courts 1-3 should be pushed up against the blue wall close to the red pads. All nets on courts 4-6 should be pushed up against the blue wall close to the red pads. All nets on courts 7-9 should be pushed against the blue wall underneath the basketball nets on either side of the red pads. When setting up the pickleball nets, carefully roll the whole net system to the court you want to place it on before beginning assembly. PLEASE SEE A PICKLEBALL STAFF MEMBER or TRAINED CJV/PBC STAFF MEMBER TO BE FORMALLY TRAINED!!!!

Net assembly:

1. Move the net system to the court you wish to set it up on.
2. Remove the wood block on the top of the net system and place it on the marker for the middle of the court.
3. Remove the bungee cord holding the net and lay out the net from sideline to sideline. (Make sure that the wood posts are inside of the net sleeves)
4. Remove the bolt, remove the plastic divider, and pull the wood bar out of the net system.
5. Take one of the blue bases and roll it to the far side of the court.
6. Position the base on the center court marker on the sideline and place the net post inside of the base.
7. Place the center net post inside of the wood block in the middle of the court.
8. Repeat step 6 with the other net base.
9. Stand behind the base and pull the base gently towards you to tighten the net. (Be sure to pull both sides evenly or the center block will get pulled off the ground.)

PBC PROGRAMS & POLICIES

Open Play Rules

- Sessions should start and end on time.
- Players should not enter the courts until their scheduled start time unless permitted by a staff member.
- All players are required to bring a ball to the court, each game.
- Please do not borrow balls from other courts. Please help enforce the ball rule by explaining the rule to your playing partner.
- Please follow the Paddle stack procedure.
- The next 4 paddles should take the next open court, unless otherwise posted. Please do not move other players' paddles.
- Games should be played to 11 points, win by 1 (not by 2).
- Please do not hang bags on the fence or leave bags in walking areas.
- Proper shoes should be worn while playing on the courts.
- Please report any problems to the front desk.

Rentals

Our Pickleball Courts available to be booked Online are primarily for our Members and their Guests to rent for their personal enjoyment, not for businesses and individuals to use for profit. Individuals or Businesses wishing to rent our courts to conduct their own Clinics, Lessons, Leagues, etc., should fill out our online [Custom Request Form](#), or email Office@PickleballCharlotte.com to discuss the requirements. Paddles and Balls are not included with your Rental price. 4 Paddles and 2 Balls can be rented for \$10.

Normal Court Rental – Book up to 10 days before. Pricing based on Membership level (usually \$20-\$30 per hour per court). Limit to 2 courts per day. Maximum of 3 hours per court. Book Online only. Pay at the time of booking.

Custom Court Rental – Book up to 60 days before. Custom Pricing based on needs (usually \$35-\$45 per hour per court). Fill out [the Custom Request Form](#) or Email Office@PickleballCharlotte.com for more information and to book courts. Pay at the time of booking.

Facility Court Rental – Book up to 12 months in advance. Custom Pricing based on needs (usually \$400-\$500 per hour for up to 8 courts or \$700-\$1000 per hour for up to 16 courts). Fill out [the Custom Request Form](#) or Email Office@PickleballCharlotte.com for more information and to book courts. Requires

Courts & Equipment - The pickleball court is the same size as a badminton court and measures 20 x 44 feet. In pickleball, the same court is used for both singles and doubles play. The net height is 36 inches at the sidelines and 34 inches in the middle. The court is striped like a tennis court with right and left service courts and a 7- foot non – volley zone in front of the net (referred to as the “kitchen”).

- We have pickleball paddles and equipment available at each of our locations to demo and purchase.
- Balls will **NOT** be provided to players. Players **MUST** bring their own balls. We do have indoor and outdoor balls for sale for \$2-\$5.
- Ball Machine Room (Ballantyne ONLY for ball machine rental)
 - Court space does not allow a full game. Suggestion no more than 2 people. \$20-\$25.00 per hour depending on membership type. Payment required at time of booking.

Lessons/Clinics

There are Lessons and Clinics available for registration on CourtReserve. All instructional lessons and clinics are posted one month at a time. Customers may request specific clinics/lessons/instructors using the [Custom Request Form](#) found on our website and CourtReserve.

Clinics Range from \$25-\$45.

Lessons Range from \$55-\$75.

To add a guest is \$25 up to 2 additional people (See a manager)

If Customers would like to request a time other than what is preset for a clinic or lesson, they will need to e-mail Office@PickleballCharlotte.com or fill out the Custom Request Form.

Pro Shop

- There are Pro Shops within the lobbies of Ballantyne, Granite Street, and Sharon Lakes
- The counter should not be left unattended unless necessary.
- There is a \$10 credit card minimum to make a purchase:
 - If the member does not have cash or can make the \$10 minimum, they have the option to upload \$10 to their account in the form of credit.
 - Go to members account > Billing > Preload Balance > Use a credit card to upload preferred amount of at least \$10 > Note “for POS”.
- To process a sale, please do the following:
 - Click the orange POS button at the top, middle of the screen.
 - Scan or enter the UPC bar code.
 - **Attach customer to the sale at checkout.** If the person does not have an account this is the only time to create an account.
- Return Policy
 - If a customer would like to return a paddle due to any reason, they will need to do so through the company in which their paddle is manufactured.
- All Pickleball Charlotte Pro Shop sales are final.
 - If there is a problem with a paddle, they must contact the paddle manufacturer.
 - If there is a defect in the product, we will exchange the item or issue an account credit.
 - We allow exchanges for items if they have not been used - exchanges must be of equal or lesser value to the original purchase.
- Rent Offsite Demo – not offering at the time.

Paddle Demo Policy

- Customers receive 2 Demo Paddle sessions per year.
 - A customer can demo multiple paddles in one session.
 - When demoing a paddle, customer must leave keys in exchange for the paddle.
 - When a customer demo's a paddle, they should be added to FREE- First Demo Paddle OR FREE – SECOND Demo Paddle depending on how many times they have demo'd.
 - Demo paddles not to be used during tournaments, round robins and leagues.
- If a customer comes into the facility for a paddle demo session, we allow them to try out as many paddles as they would like on one of the upstairs training courts (if available) at no cost. Must have a CourtReserve account with PBC.
 - Please make the customer aware that they have only 2 Free Sessions and that the session will utilize one of those sessions.
 - A paddle demo session should last no longer than 30 minutes (approximately)
- Demo paddles are available to any player at any time for the price of \$5.00.
- Court Rental
 - If a paddle was rented along with a court, use paddles from Paddle bag/area.

Lost & Found

This is what is on website under FAQ for Lost & Found. Read it. Understand it. Follow it. The Admin team will explain in more detail on WHAT to do with the emails that come to the Office. The bins at Sharon Lakes are near the Tennis Offices. Ballantyne's are inside the lounge area.

“YES, we have a Lost & Found area at all of our locations. Because of the volume of items “Lost” and the tremendous number of calls we get asking us to stop and go look for items, we ask that if you have left something behind, please EMAIL us at Office@PickleballCharlotte.com with the Date, Time, Location and Description of the item. We will forward your email to our facility manager and if they find your specific item, they will reply to your email by the following day. You are always welcome to come to the location you believe you left your item and look through our Lost & Found bins. We pick up any items left behind at the

end of the night and place them in our Lost & Found Bins. Each bin is labeled with the specific week we picked up the item. We keep items for four weeks before we donate them."

Weather Policy

- Inclement weather announcement should be made 2 hours prior to the start of the event when possible.
 - If the event is canceled, an email will be sent to the roster and credits processed.
 - Inclement weather cancellations do NOT have the option of coming indoors at any facility unless approved by a manager.
 - The policy applies to all outdoor programs, events, court rentals, etc.

Open Play Cancellation Policy

- Any Open Play session can be cancelled at any time by the player or staff. Only if cancelled more than 12 hours prior to start of a session guarantees full account credit. Cancellations within 12 hours forfeit any account credit. Partial account credits will be processed on a case-by-case basis with an email to Office@pickleballCharlotte.com
- It is the responsibility of the customer to remove their name from the waitlist if they can no longer attend.
 - If a customer is moved from the waitlist to the roster, the same cancellation policies apply.

Court Rental Policy

- PBC reserves the right to move any rental to any court.
- Individuals must be present for their court rental.
 - Rental guests may not go on court until the renter is present.

Round Robins Policy

- PBC reserves the right to increase and decrease courts and registrants based on availability.
- PBC reserves the right to cancel any Round Robin based on registrations (4 or less)
 - PBC reserves the right to pull additional players from any Open Play session to participate in a Round Robin

Waitlist Policy

- Open Play waitlisted players are automatically moved from the waitlist to the roster if a spot becomes available up to 2 hours prior to the event.
- Clinic/Lesson waitlisted players are automatically moved from the waitlist to the roster if a spot becomes available up to 24 hours prior to the event.
- Automatic waitlist registration for Special Events will vary based on the event.
- If someone cancels the last minute within 2 hours, it is up to the member to watch the spots and add themselves in. Staff are not responsible for contacting the waitlist.

Ball/Training Room Policy

- Players renting the upstairs training rooms have priority over walk-ins, paddle demos, pre-session warmups, etc.
- The ball machine is ONLY available to those who rent the ball machine room.
- Players may use either the training court or ballroom at no cost to warm up with a 10-minute time limit (if not rented).
- If a player overstays their time, we reserve the right to charge them a 30-minute court rental fee.

Block Policy

There are 2 types of Player Blocks - \$10 option or \$12.50 option

- \$10 Option - this block must average 5 people per court
- \$12.50 Option - this block has chosen to have 4 people per court
- Prices are subject to change.

Deluxe Members can create and manage a player blocks. Any other member requesting a player block must be approved by a manager.

Player Blocks operate in 4 to 5 week increments before reassessment. If a Player Block is unable to meet the average for each week, their block will be reduced/removed from the calendar.

Staff will review and adjust blocks weekly. All adjustments will be made 24 to 48 hours prior to the start of the Player Block. Emails will go to the Player Block Captain if there is an adjustment made. Staff should use the email in the Template directory.

All Player Block information, updates, removals, adjustments, confirmations, etc. should be communicated via email when possible. If a phone conversation occurs, notes should be put in the customer account. Player Blocks should be added to Courts 1-8. If courts 9-16 need to be used, manager approval is needed.

Group Waiver Policy

- All customers participating as guests at Pickleball Charlotte are required to sign the Group Waiver
 - This includes court rentals, group outings, large events such as Cosmic Pickleball, etc.
 - If they are not able to scan in, they must sign the waiver each time they play at Pickleball Charlotte

Pro Shop Return Policy

- All Pickleball Charlotte Pro Shop sales are final.
 - If there is a problem with a paddle, they must contact the paddle manufacturer.
 - If there is a defect in the product (excluding paddles), we will exchange the item or issue an account credit.
 - We allow exchanges for items if they have not been used - exchanges must be of equal or lesser value to the original purchase.
 - ALWAYS attach a sale to the customers Court Reserve account.

Open Play Counts

- There are 5.5 players per court for 2 hours (1 court - 5 people, 2 courts - 11 people, 3 courts – 17, etc.)
- There are 6 players per court for 2.5 - 3 hours (1 court- 6 people, 2 courts- 12, 3 courts- 18 people, etc.)
- Any Challenge Court Session is 5 players per court.

Outdoor Open Play Procedures

- If there are 4 courts for Open Play, we should cluster them together based on location
- Paddle Stack should be placed on a picnic table, not on a bench or the fence.
- There is a speaker stored in the hallway (vestibule) for the outdoor courts. This speaker is for customers to enjoy music during their sessions (Ballantyne).
- Whenever the outdoor courts are in use, the cameras should be pulled up at the front counter to monitor play and court usage.
- During Open Play, a staff member should go outside to check on players at least 1-2 times to ensure play is running smoothly and people are playing on the correct courts.

Indoor Open Play Procedures

- Court Monitor
 - Sign set up *Please write court #'s on laminated signs
 - Manage the start of session to ensure player do NOT go on courts until you release them to do so
 - Confirm open play roster (if you have an incorrect # of people, print attendance report and have players re-check in)
 - Paddle stack and ball compliance – ensure Sharpie Marker is available for players to mark Pballs
- Paddle Stack Set Up
 - Sharon Lakes: Paddle stack and Court assignment sign on trapezoid.
 - Ballantyne: Paddle stack and Court assignment sign on high top tables in front of specific courts.
 - Granite: Paddle stack on fences.

Check In Procedure - All Facilities

- All players, at all facilities, must check in at the front counter before heading out to the courts.
- Customers should download the CourtReserve app on their phones to gain access to the check in barcode.

- If a customer is not app friendly, or has a phone incapable of downloading apps, it is OK to give them a physical Player's card, but this should be a LAST resort.
- If a customer does not have a CourtReserve account, they must complete the Group Waiver each time they come to play at our facility.
- It is the responsibility of the front counter staff to monitor the check-ins throughout the day.
 - The check in roster must be completed with checked in, No Show, or Absent (leagues or series events)
 - There should be a check mark at the bottom of the event box on the CR calendar once everyone has been accounted for
- All members must check in for each session/event/lesson/clinic, even if it is back-to-back. If a player advises the front desk staff upon arrival they are playing back-to-back sessions, the front desk staff can check the player in for the 2nd session.

Clinic/Lesson Prep Procedure - All Facilities

- All Clinic and Lesson customer information sheets should be prepared by the front counter staff at the beginning of the day.
- These sheets can be generated in CourtReserve using the saved filter.
 - Go to Reports>Events>Registrant Detail>Saved Reports>Instructor Daily Check In>change the date>Run Report>Export to PDF>Print.
- Place printed sheets on a clipboard at the front counter for instructors to use and update.

Clinic/Lesson Completion Procedure - All Facilities

- Instructors should bring the clipboard with updated ratings to the counter.
- Front counter staff should enter the updated ratings and apply any necessary prerequisites (Pickleball 101, 201, 301) to the customer.
- If the sheet is not returned after the current clinic/lesson, the front counter should consult the instructor for updated information.
- The instructor is responsible for cleaning up the court once their lesson/clinic is completed.

PLAYER RATINGS

Ratings are available for all members. Ratings are a way to classify players into the appropriate groups based on skills and playing level/ability. Most Pickleball Charlotte programs, including Open Play, Leagues, Tournaments, etc. are rated play. Ratings are provided by trained members of our staff using set guidelines to determine overall skill and implementation of the game of pickleball. Most ratings occur during Open Play sessions; however, we can also issue ratings during beginner clinics, instructors series clinics (with multiple coaches), Round Robins, or any other rated session. We are unable to provide ratings during rentals as we do not have a baseline to issue a rating in a timely manner. It is important that we are fair and remain unbiased during any rating session. The objective is to remain OBJECTIVE and keep as much subjectivity out of the equation as possible. Visit the PickleballCharlotte.com website to view the Player Rating Chart for players to “self-rate” themselves.

We use Video Footage to rate many of the players. This is not something we need to emphasize to customers, but not something we need to hide necessarily. By using video footage, our staff can spend more time analyzing each player and provide a better rating with less interruptions, and can pause, rewind, slow motion, etc. By using Video Footage, we are also able to “rate/record” players even if we do not have certified staff present. This allows any staff member to be able to “handle” a Player Rating and learn how to rate by watching with Pickleball director. We use CR to track who needs a Rating per location and take their Profile Picture in CR and log in other information such as Session Time, Notes, etc. Nothing has changed on HOW we Rate players, just on how we keep track of players from the time they enter the building until they receive their rating. Staff should continue to add players to the Event Notes who have requested to be rated and limit it to 3 players per session unless otherwise instructed. Ratings are not “guaranteed” to be available each session, and customers need to understand that, but we will try to accommodate at least the players who pre-registered IF possible. With the video option, we should have less issues.

Register Player for a Rating

- Search for the customer’s account in CourtReserve. If the customer does not have an existing account, instruct them to create an account first.
- Select the “Details” tab of the customer account.
- Under the “Details” page, confirm that the customer has a Birthdate, Gender, and a payment profile on the account.
- Use the “[PB Phone Rating Questions](#)” and the “[Quick Reference Rating Sheet](#)” to use as a reference for an appropriate OP session to add them to. **Do Not update their rating.**
- Direct the customer to look through the CourtReserve calendar to select a few sessions that they would be interested in attending.
 - If the customer already has sessions in mind, register the customer for the selected session and **PLACE A NOTE ON THE EVENT** (1. John Doe*) The * lets the rater know they are priority because they do not have a rating.
 - Instruct the player to let the front desk know at check in they are signed up to receive a rating.
- If the customer needs time to choose a few sessions, instruct the customer to email office@pickeballcharlotte.com in order to get registered for their chosen session.

Ratings should only be done LIVE, IF all Ratings in CR have been CLEARED, the instructor is EXTRA, and they have APPROVAL from the manager/staff working. Ratings should not be done between 9 am - 1 pm and 5:30 - 9:30 pm unless specifically scheduled (indicated by brown in BB) or asked to be handled by a senior manager.

The email we send and paste in the customer's record should obtain enough specific information to document and justify the rating to be able to explain to a customer if needed. We should not discuss ratings with players in person when in between sessions and we are busy, and the standard line should be, “You will receive an email in the next few days with your rating results”.

- Observe/watch the registered player play (1 game for 1.5-3.5, 2 games for 3.75+)
- Fill out the rating form with the appropriate information for levels 3.25 and up.
- Use the completed rating form in combination with the detailed requirement sheet to assign the appropriate rating.

- Take the completed form to the front counter and update the customer's rating in CourtReserve (if it changed).
- Place the completed rating form in the appropriate folder in the staff office.
- See a manager about learning to give ratings.
- See a Manager about Video Ratings
- A cap of 3 ratings per session unless approval from management.

Arrival

- **Step 1.**
 - Player checks in as normal by scanning their CourtReserve barcode.
 - When a player arrives requesting a rating who has not preregistered, we may add them IF there are not more than 3 already registered for that session. IF MORE than 3, must have management approval to add.
- **Step 2.**
 - Make sure players have reviewed the "rating criteria" sheet.
 - Enroll players to the "RATING - Sharon Lakes - Players Wanting A Rating" (appropriate location). **DO NOT SEND AN EMAIL CONFIRMATION.**
 - Please put ALL info below in all players that need rating notes once you have registered them for the "rating" event: **(date)** 3/13/24 **(Level)** 3.0-3.5, **(courts)** 9-16, **(time)** 11am, **(rating)** No Rating
 - Go to the players profile and take a full body picture to use as their "profile picture".
 - Let players know they will receive email feedback and an updated player rating in Court Reserve in 2-3 business days.

How To Rate On iPad

- Go to DMSS camera App.
- Click Live if watching a live session. You could use this if you are in the middle of the day, but you might get distracted taking care of customers or phones, etc.
- Click Playback if watching later. Select the correct date. Click + and select "Left Courts" or "Right Courts" (or correct court if reviewing Ballantyne or Granite Street). Move the time dial to the time of the session. Find your players and rate.
- Zoom in and out using your fingers. Can adjust time while zoomed in.
- There are 3 iPads to be used for Ratings. Sharon Lakes Back Office, Ballantyne Back Office, Remote (Check out to take home or use elsewhere). 4th iPad should remain at Sharon Lakes front desk for use for watching side doors, front doors, tennis courts, etc. iPads are to be kept onsite placed in the offices once one being used. If you are completing ratings at home, please email the staff.

CHARLOTTE TENNIS

Charlotte Tennis is a division of Sports Connection. Charlotte Tennis has its own domain www.CharlotteTennisNC.com and own email: Office@CharlotteTennisNC.com. The central number is the same for all locations, 704-583-1444. Customers can press 4 when calling in to be connected directly to a Tennis staff member. Most communication should be sent to the Office email. All staff should understand all the information on the Website, in DaySmart Calendar, and CourtReserve.

Adult Membership Programs:

CHARLOTTE TENNIS Memberships	PREMIER Tennis Membership	BASIC Tennis Membership	GUESTS (Non-Members)
Initiation Fees	\$250	\$250	N/A
Membership Fees - Monthly	\$150	\$50	N/A
Court Fees - Hourly*	Included	\$20	\$30
League Fees**	Included	Per League, Per Season	Per League, Per Season, USTA Only

- Memberships are annual memberships; paid monthly.
- Membership is for one person 18 years or older. Couples need their own Individual Membership.
- A paid Membership is required to participate in InterClub and Queen City Leagues. Some Leagues may have additional fees for food, etc.
- All Memberships must be approved by Charlotte Tennis NC Management.
- The Initiation Fee is non-refundable.
- Prices are subject to change.

*A Premier Member can RESERVE a court. All Premier or Basic Members playing do not have to pay any additional fees. No need to list other players playing when making the reservation, but all players need to check in at the front counter. A fee of \$10 per guest will be charged for non-members.

*A Basic Member can RENT a court for \$20 per hour. There are no other fees and no need to list other players when renting a court, but all players need to check in at the front counter.

Processing NEW Adult Member

- If new member emails in: send the templated email with CourtReserve and customer request form link for them to gain more info
- If the player calls. Be sure to go over all important membership information including the price, what's included, and initiation fee. If they want to join have them create a CR account as basic member. From the app complete custom request form so we know all interests.

Youth Academy Membership Programs:

Monthly Registration	Price	Packages Available	10 Package Price	20 Package Price
High Performance	\$800	Unlimited Punches		
Elite Junior	\$800	Unlimited Punches		
Annual Registration				
High Performance	\$200	10 Pkgs	\$600	
Elite Junior	\$200	10 Pkgs	\$600	
All Stars	\$200	10 & 20 Pkgs	\$600	\$1100
Racqueteers	\$150	10 & 20 Pkgs	\$380	\$640
Future Aces	\$150	10 & 20 Pkgs	\$380	\$640
Hot Shots	\$150	10 & 20 Pkgs	\$250	\$440

Processing NEW Youth Academy Member

- Submit a custom request form
- Create a courtReserve account
- Send final email to player with link to our current evaluation sessions so they can book
- Send email with players information to Misha to connect with and get placed in best program

Customers' Accounts in Court Reserve App:

- We do not create customer accounts. Customers are responsible for creating their own account.
- EXCEPTIONS – Pro Shop Purchases, Gift Cards, and Language Barriers

Search for Member, type full first or last name or whole name i.e., Allan Haseley:

Court Reserve Account Tabs as follows:

- Details – Allows you to see the customer's Name, email address, any notes, member number, phone number, address.
- Membership - This tab will show the type of membership, sign up date, renewal date, billing date and cancel membership.
- Reservations - This tab will show if the customer has made any Upcoming, Past, Canceled
- Events – Upcoming, Past, Canceled, Waitlist events such as: clinics, lessons, tournaments, etc.
- Login- Allows you to see the last login date/time, the customers email and username. This tab will also allow you to send the customer a password reset.
- Family – This allows you to create a family and attach members under the family name.
- Primary family name and the family role.
- You will go to each family members page and find the family name and attach them to that family.
- Billing – Allows you to view Transactions, Packages, and Payment Profiles.
- Transactions – shows refunds, payment type (credit card, cash, or account credit).
- Packages – showcases ALL packages for both Adult & Junior
- Payment Profiles – the card the customer has placed on the account to be charged.
- Waivers – if a customer has signed a waiver online it will show here. If there is no waiver on file, please, use the "Push to sign Queue "option. Have customers come around the counter to sign waiver if present.

Player Notes in Court Reserve:

- Maintaining detailed customer notes is a vital part of quality customer service. With so many different individuals answering phones and emails, it is important that everyone is aware of previous conversations and exchanges. It also allows us to be consistent with our customers and the information they are receiving.

Emailing Procedures: office@charlottetennisnc.com

- When checking the Inbox, start reading the unread emails from the bottom up, to read them chronologically.
- The email is set up with a very specific folder system to keep all emails orderly. The first step is to decide who should be responding to the email and **move** to the appropriate folder.

ACADEMY: (ONLY move to this top Academy folder if you do NOT know where to move the email)

INTEREST/SALES: All Google Interest Forms, Membership Upgrades, General Academy Questions will be moved to this folder.

MEET: If there is an email that you are unsure on how to respond, or it involves meeting with a Coach prior to responding.

OLD: Once the email is DONE, it gets filed here.

ADULTS: (ONLY move to this top Academy folder if you do NOT know where to move the email)

LEAGUES: Any email with League Questions, Suggestions, or containing League info.

ACCOUNTING: Receipts, Work Orders, Invoices, any communication with the Admin Accounting Team

TEMPLATE: When responding to customers, there are often times we can use the same wording. We have saved emails with templated responses here. The subject line of the email will define what the email topic is. Templates should be used to COPY text from and paste into the email you're working on.

- Once all unread emails are filed in their appropriate folder, you can start replying to the ones that you are authorized to respond to. ****MOVE THE EMAIL YOU'RE WORKING ON TO YOUR PERSONALLY NAMED FOLDER.** We do this because there are multiple people working in the email account at the same time, so moving to your folder indicates that you're responding to that email and eliminates duplicate work.

CJV (Volleyball Club)

CJV does not require any form of membership. In the past volleyball required all participants to pay a membership fee through Daysmart but that is no longer the case. Participants may register for activities through CourtReserve. They may sign up as a PLAYER or a PARENT.

Programs

Lil Spiker's

Ages (3-9)

The Lil' Spikers classes introduce VOLLEYBALL for young girls and boys and promotes playing in a physically active, social and non-competitive environment that fosters positive self-esteem and accomplishment.

Check CourtReserve for Pricing.

Practice and Play

The Goal of the CJV Practice & Play program is to allow all girls to meet once or twice a week for 7-9 weeks to practice, train and play volleyball. Practice & Play is ideal for beginner to intermediate players. Players are grouped together based on age and skill level.

Login to Court Reserve for cost – (full season fee includes T-Shirt) *

Open Play

Players must be 18 years old and up to play without a parent. 16- and 17-year-olds can play with a parent present and valid parent-signed Youth Waiver on file.

Registration and Pre-Payment through CourtReserve is required to guarantee a spot.

LOCAL PROGRAMS

Gold

- The Gold Level will require tryouts and only the best players will be selected for teams. Most teams will probably practice and play games at the same or similar times per age group. Teams will practice twice a week and compete in a series of local league competitions or mini tournaments on the weekends over a span of 6-9 weeks, depending on the season.
 - **Age Group / Teams**
 - 6th – 8th Graders
 - 8th – 12th Graders

Silver

- The Silver Level does not require tryouts, but there are space limitations, so please register early. Teams will have 9-12 players per team. Teams will practice twice a week and compete in a series of local league competitions or mini tournaments on the weekends over a span of 6-9 weeks.
 - **Age Group / Teams**
6th – 8th Graders
8th – 12th Graders

Bronze

- The BRONZE team programs introduce volleyball for the beginner player with an introduction to team play later in the season. Tryouts are not required, but space is extremely limited. All practices will be played at the same location you register for. There is no travel for the bronze level and no weekend games. Playing time will be equal between all players in scrimmages during practices.
 - Teams/Groups will be divided per grade level for the 1st – 5th Grade beginner player. There will normally be 2 practices per week.
 - **Age Group / Teams**
1st – 5th Grader

Local Team Programs			
	Gold	Silver	Bronze
Practice Frequency	2 x week	2 x week	2 x week
Practice Length	90 minutes	90 minutes	60 minutes
Team Shirt Included	Yes	Yes	Yes
Tryouts Required	Yes	No	No
Number of Coaches Per Team	1-2	1-2	1 per 10 athletes
Games Included	Yes	Yes	No
# of Games	4-6	4-6	0 - no weekends
Fees	\$375*	\$375*	\$255*
<i>All information is subject to change leading up to the start of each season.</i>			
<i>Specific practice/games days and times are on our website</i>			
	Private Lessons	Semi Private Lessons	Clinics
Practice Frequency	See schedule online*	See schedule online*	See schedule online*
Practice Length	60 Minutes	60 Minutes	90-120 minutes
Team Shirt Included	No	No	No
Number of Coaches Per Team	1 per 1 athlete	1 per 2-4 athletes	1 per 10 athletes
Fees	\$65-\$85	\$35	\$25-\$50

	Practice & Play	Lil Spikers
Practice Frequency	1 x week	1 x week
Practice Length	90 minutes	60 Minutes
Team Shirt Included	Yes	Yes
Number of Coaches Per Team	1 per 10 athletes	1 per 10 athletes
Fees	\$160	\$120

Travel Programs

CJV offers different levels of TRAVEL programs for experienced and college bound players. The goal of the CJV TRAVEL team program is to allow all athletes to practice, compete, and train with other players of the same or similar skill levels and with the best coaches in the area. Some teams will need to travel outside of the Charlotte area, or the state, to compete with teams of their caliber, while other teams are able to compete within Charlotte and the surrounding areas. Travel Teams require Tryouts.

Team Levels (Ages 11-18)

- Mizuno Teams
- National Teams
- Select Teams
- State Teams

Check Court Reserve for additional information.

College Recruiting

We have in-house recruiting coordinators, directors, and coaches who are dedicated to helping our players achieve their volleyball goals. We also utilize various online recruiting platforms and other resources to help our athletes have the best chance of being recruited to play in college. CJV has partnered with SportsRecruits and Hudl to ensure players and coaches have the tools to succeed.

Summer Camps

Carolina Juniors Volleyball in conjunction with Sports Connection offers Volleyball camps every Summer for girls and boys ages 8-18 years AND for all skill levels. We provide high level instruction and competition in a fun environment.

Traditional Summer Camp – Information & Registration

To register for any CJV Summer Camp, or to just view all the specific dates available for each camp, please login to CourtReserve. Feel free to call us at 704-583-1444 with any questions.

Camp Days / Dates

The Carolina Juniors and Sports Connection's Traditional Volleyball Camps are offered every day (Monday – Thursday) during most weeks in the Summer.

Camp Times

The Carolina Juniors Traditional Volleyball Camps are from 9:00 AM until 4:00 PM each day. Campers can be dropped off up to 30 minutes before the start of camp and picked up no later than 30 minutes after the end of camp.

Camp Cost

Traditional Volleyball Camps require registration for all scheduled days.
Login to CourtReserve for Cost.

We do not offer sibling discounts.

Camp Lunch

Each camper is responsible for bringing his/her own bag lunch for each day of camp.

Camp Snacks

The Sports Connection will provide time for snacks and beverages each morning and afternoon for all campers. Beverages and snacks will be available for purchase at the Sports Connection snack bar. Campers are welcome to bring their own snacks and beverages as well.

Required Equipment

Campers are required to wear sneakers and comfortable clothing to camp each day. Kneepads are not required but are recommended.

Camp Staff

The camp counselors are made up of Carolina Juniors Volleyball coaches, local high school coaches, as well as many current and former college players and coaches. Our ratio is 8 to 10 campers per counselor.

Refund / Credit Policy

Refund or Credit requests for the current season will only be granted to a certain date. Any request after the designated date for the season will be handled at the directors discretion. All refund/credit request should be emailed to Office@carolinajuniors.com

Locations

Granite – 10930 Granite Street - 9 Volleyball Courts

Northlake- 8626 Hankins Road- 7 Volleyball Courts

Zero Tolerance Policy

CJV enforces a 3-strike system when it comes to disciplining players who violate CJV's sportsmanship requirements. Violations include, but are not limited to, bullying in practice or over social media, inner team conflicts, substance abuse (including vaping) in a CJV gym, and demonstrations of poor sportsmanship. CJV leadership reserves the right to suspend or dismiss players from the team at any time, regardless of how many strikes the player has received already.

Strike 1 – player is suspended from practice; a meeting with the directors, parents, and player is required.

Strike 2 – player is suspended from the next game day; a meeting with the directors, player, and directors is required.

Strike 3 – player will be dismissed from the team; a meeting with the parent, player, and directors is required.