

Top 9 Phone Calls

1. Ratings – Sign Up

- **How do I sign up for open play?**
 - If you have a DUPR rating, you may link it to your account to access sessions that match your rating.
 - If you need an Initial rating from Pickleball Charlotte:
 - Find a Open Play session around the range you think you are , we will register you for the first session to receive a quick rating to get you in the door.
 - **I'd like to get a re-rating.**
 - Check for our open play Re Rating Evaluation sessions for available dates/times/locations.
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2. First-Time Caller – How Does It Work?

1. Create a CourtReserve account. Non-member sign-up is free.
 2. Browse for clinics or open play sessions. Many registrations require a rating.
 3. Set up a payment profile before registering for events.
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3. Cancellations

- We can cancel your open play session or court rental upon request.
 - For refunds, email office@pickleballcharlotte.com.
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4. Court Rentals – I Can't Reserve a Court...

- Prime-time reservations (e.g. 9-10 AM, 5-6 PM, 7-8PM) require a 2-hour reservation.
 - Exceptions may be made for morning reservations with empty courts, subject to availability within a day or two of your reservation.
 - Exceptions for evening reservations may be made only on the same day
 - For court rental requests, email office@pickleballcharlotte.com.
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5. Refunds

- Cancellations must be made at least 12 hours before the start of open play or court rental for an automatic account credit.
 - For cancellations within 12 hours, email office@pickleballcharlotte.com.
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6. Clinics/Lessons

- Browse our calendar for available clinics or private lessons.
 - If none fit your schedule, complete a [Custom Request Form](#) or email us with your preferred days/times. Our staff will do their best to match you with an instructor.
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7. Lost and Found

- Please email office@pickleballcharlotte.com with details about your lost item and its last known location.
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8. Membership

- Memberships offer discounts on open play and court rentals:
 - **Non-Member:** Free account.
 - **Basic Membership:** \$100/year (court rental discounts).
 - **Deluxe Membership:** \$50/month, includes 7 free open play sessions per month. Court rentals: \$20/hour.
 - **Premier Membership:** \$100/month, includes 14 free open play sessions per month. Court rentals: \$20/hour.
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9. Leagues

- **Season Duration**

League seasons typically run for 5 weeks. For the most accurate information on league schedules and start dates, visit [CourtReserve](#).

- **Player Absences**

- If a player will be absent, mark them as "ABSENT" as their Check-In status then make a note in "Display Message for the Schedulers" and include the name of the absent player and, if applicable, the substitute's name.
- If a player will be absent for any league session, they must email office@pickleballcharlotte.com with the details of their absence.

- **Team League Substitutes**

- Team leagues (e.g., MLP, Quad Squad) have specific rules requiring a permanent substitute. All team league sub requests should be sent via email to office@pickleballcharlotte.com.

Email Response Templates

Initial Rating Email Response

2.0,2.5,2.75

Hi *NAME*,

After observing your recent Open Play session at Pickleball Charlotte, we have determined your Initial Player Rating is a _____. You may now join Programs and Events that require a Player Rating.

On your [CourtReserve](#) APP, you can narrow the search of available rated sessions by typing in your Player Rating in the global search box or join any All Levels Event or Program.

Please click [HERE](#) to review the Player Ratings page on our website for more information on the steps to obtain an updated Pickleball Charlotte Player Rating.

Thank you,
Pickleball Charlotte Staff

OR

3.0 and Higher

Hi **NAME**,

After observing your recent Open Play session at Pickleball Charlotte, we have determined your Initial Player Rating is a _____. You may now join Programs and Events that require a Player Rating.

On your [CourtReserve](#) APP, you can narrow the search of available rated sessions by typing in your Player Rating in the global search box or join any All Levels Event or Program.

We encourage you to create a [DUPR](#) account, as all future player ratings of 3.0 or higher will be primarily managed by the [DUPR](#) rating system. If you already have a [DUPR](#) account, please make sure to link your account to your Pickleball Charlotte [CourtReserve](#) account. Please click [HERE](#) to review the Player Ratings page on our website for more information on the PC Player Rating and DUPR Player Rating Systems.

Thank you,
Pickleball Charlotte Staff

Re-Rating Email Response

We have a NEW process for rerating if you are not utilizing a DUPR rating, the industry global standard in pickleball. If you wish to have your current Pickleball Charlotte (PC) Player Rating reviewed AND receive feedback from our instructors, we now offer a [Player Rating Evaluation](#) session. We no longer offer reratings during Open Play sessions for non-entry level players (3.0 and higher).

We encourage you to [create a DUPR account](#), as all future player ratings of 3.0 or higher will be primarily managed by the DUPR rating system. If you already have a [DUPR account](#), please make sure to link your account to your Pickleball Charlotte CourtReserve account. Please click [HERE](#) to review the Player Ratings page on our website for more information on the PC Player Rating and DUPR Player Rating Systems.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
Office@PickleballCharlotte.com

Clinics and Lessons Email Response

Thank you for reaching out. Please log in to your [CourtReserve](#) account to view clinic and lesson options. Use the filters in the "Event" section for specific searches.

If you are still unable to find a clinic or lesson that fits your needs, please click [HERE](#) to complete Custom Request Form.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com

Membership Email Response

Thank you for inquiring about membership. Membership is not required to participate in any events at Pickleball Charlotte. If you are interested in learning more about our Membership Programs, please click [HERE](#).

You can manage membership purchases, upgrades, and cancellations through [CourtReserve](#).
Let us know if you have further questions.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com

Open Play Cancellation (Low Registration or Weather)

Subject: Open Play Cancellation Notification

Hello,

Unfortunately, your open play session has been canceled due to [low registration/inclement weather]. We have removed you from the roster and placed credit on your [CourtReserve](#) account.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
[PickleballCharlotte.com](#)

Clinic Cancellation/Reschedule Email

Subject: Clinic Cancellation or Reschedule Options

Hi [Customer Name],

We attempted to contact you via phone and left a voicemail regarding your registration for the **[Clinic Name]** scheduled on **[Date]**. Unfortunately, you are the only participant registered for this clinic. Below are your options:

1. **Change to a Private Lesson:** This option includes a cost adjustment, as private lessons are \$55.
2. **Reschedule:** Select a future date for the same clinic.
3. **Cancel:** Receive a credit on your CourtReserve account for future use.

Since we were unable to reach you, we have implemented Option 3 and placed a credit on your account. If you prefer Option 1 or Option 2, please contact our office to check availability.

Thank you,

Cancellation Policies Email

Subject: Cancellation Policies

Thank you for reaching out to Pickleball Charlotte. Below is an overview of our cancellation policies:

- **Memberships:**
Paid memberships automatically renew monthly or annually, depending on the type. You can cancel or modify your membership online through the "My Membership" section. Once canceled, the same membership type cannot be repurchased for six months.
- **Open Play & Player Blocks:**
 - Cancellations can be made through the **CourtReserve App** at any time before the session starts.
 - Cancellations made at least 12 hours in advance receive full credit to your account.
 - For cancellations within 12 hours, email office@pickleballcharlotte.com to request possible credit. Requests are reviewed weekly.
- **Court Rentals:**
 - Cancellations must be made at least 12 hours in advance via **CourtReserve** to receive automatic full credit.
 - For cancellations within 12 hours, email office@pickleballcharlotte.com with your reason for canceling. Requests are reviewed weekly.
- **Clinics & Lessons:**
 - Cancellations made at least 24 hours in advance via **CourtReserve** receive full credit.
 - For cancellations within 24 hours, call **(704) 583-1444 Ext. 3** and email office@pickleballcharlotte.com to request credit. Late cancellations may result in a \$25 rescheduling/cancellation fee.
- **Cancellations and No-Shows:**
Excessive cancellations or no-shows may result in loss of membership privileges or access to future events. Please withdraw from sessions you cannot attend to allow others to participate.

For a full list of our policies, please [click here](#).

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com

Membership Waitlist Email

Subject: Deluxe and Premier Membership Waitlist

Hello,

If you're interested in joining our **Deluxe** or **Premier** membership, please register for the waitlist online or through the **CourtReserve App**. Waitlist requests are processed at the beginning of each month.

If you canceled a Deluxe or Premier membership within the last six months, you are not eligible for reactivation during this period.

If you have additional questions, feel free to reach out.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com

Membership Cancellation Email

Subject: Membership Cancellation

Hello,

You can cancel your membership anytime online or through the **CourtReserve App**. Membership cancellations are effective immediately, even if initiated mid-month. Once canceled, the same membership type cannot be reactivated for six months.

If you have further questions, feel free to contact us.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com

Court Rentals Email

Subject: Court Rental Information

Hello,

Court rentals can be booked up to 10 days in advance through **CourtReserve**. Pricing depends on your membership type. For rentals booked more than 10 days in advance, rates range from **\$35-\$45 per hour per court**, depending on time, date, and location.

If you need more than two courts or require a reservation exceeding three hours, provide as much detail as possible, and we will review your request.

Let us know how you would like to proceed.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com

Court Rentals: Additional Court Request Email

Subject: Additional Court Request

Hello,

If you need to book an additional court but have reached your maximum court time, another player in your group will need to make the reservation through **CourtReserve**.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com

Lost and Found Email

Subject: Lost and Found

Hello,

We have forwarded your request to our facility manager. Items left behind are collected at the end of the night and stored in the Lost & Found bins, where they are kept for four weeks before donation.

If we have located your item, it has been placed at the front counter for pickup.

Thank you,

Pickleball Charlotte Staff
(704) 583-1444 Ext. 3
PickleballCharlotte.com