

Phone/Email Template

1. Ratings – Sign Up

Initial

Hi *Name*,

Thank you for reaching out. Please log into your [CourtReserve](#) account and find the Events Tab. Select "Player Rating Evaluations". Once you have selected this, you will have the option to find a Initial Rating session that aligns with your schedule and skill level based on our [Rating Guide](#). Make sure there is a card payment on your Payment Profile prior to registering.

The day of the Session, please be sure to scan in at front desk to check in for the Session. Once you have scanned in, please let staff know that you are registered to receive a rating.

Once the session concludes, you can check your CourtReserve customer profile, "Personal Information" to view your updated Pickleball Charlotte Player Rating.

ReRating – 1.5 – 2.75

Hi *Name*,

Thank you for reaching out. Please log into your CourtReserve account and find the Events Tab. Select "Player Rating Evaluations". Once you have selected this, you will have the ability to find a ReRating session based on your CURRENT Pickleball Charlotte Rating. Please register for the session that works for you.

The day of the Session, please be sure to scan in at front desk to check in for the Session. Once you have scanned in, please let staff know that you are registered to receive a rating.

Once the session concludes, you can check your CourtReserve customer profile, "Personal Information" to view your updated Pickleball Charlotte Player Rating.

ReRating - 3.0+

Hi *Name*,

Thank you for reaching out. Please log into your CourtReserve account and find the Events Tab. Select "Player Rating Evaluations". Once you have selected this, you will have the ability to find a ReRating session based on your CURRENT Pickleball Charlotte Rating. Please register for the session that works for you.

All scores from the games will be recorded into DUPR. If you do not have a [DUPR](#) account, please click [HERE](#) to create your FREE account.

This session is not a Clinic or Level-Up Training Session to work on your skills, it is simply an "evaluation" of your current skills to provide you an updated Player Rating Level. To improve your playing skills and learn more on how to improve your game, we encourage you to consider a Clinic, Lesson or other Training Program.

Once the session concludes, you can check your CourtReserve customer profile to view your updated Pickleball Charlotte Player Rating. If your Player Rating in CourtReserve is the same, that means our instructors determined your Player Rating Level has not changed.

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. Account Credit

- 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, there is no guarantee that you will receive a credit however, you may 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

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,

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

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:**
 - 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.

- **IF** there is a request for credit 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.
 - **IF** you are requesting an account credit for cancellations within 12 hours, email office@pickleballcharlotte.com . 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 make staff aware.
- **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 Reviewed at the beginning of each month.

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

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