

# Pickleball 411

Pickleball Charlotte is a division of Sports Connection, the same as Carolina Juniors. Pickleball Charlotte has its own domain (<https://pickleballcharlotte.com/>) and own email ([office@PickleballCharlotte.com](mailto:office@PickleballCharlotte.com)). The central phone number is the same for all three 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 Day Smart Calendar, and CourtReserve. The information below will help you better understand the basics of Pickleball and handle questions and work at SCB/SCG/SCN for set up, check-in, etc. See Allan at any time if you have questions or would like to learn more about PB.

Pickleball is a paddle sport created for all ages and skill levels. The rules are simple, and the game is easy for beginners to learn, but can develop into a quick, fast-paced, competitive game for experienced players. It is a fun sport that combines many elements of tennis, badminton, and ping-pong. It can be played both indoors and outdoors on a badminton-sized court and a slightly modified tennis net. Pickleball is played with a paddle and with plastic ball with holes. The format of play can be singles or doubles, with doubles being the most popular. The governing body of Pickleball is the USA Pickleball Association. Visit their website [USAPickleball.org](http://USAPickleball.org) for complete Rules, History and Other Information.

## Pickleball Staff

- FT - Allan Haseley, Jim Dobran, Joy Spidel, Leesa Walker, Joshua Pittman, Destiny Todd, John Walker. PT - Aokie, Mark, Billy, Will, Stephanie, Darrell, Bonnie, SC, CJV

## Quick Facts

- 3 locations – Granite Street, Ballantyne, and Northlake.
  - Ballantyne – 7 Indoor courts (Outdoor Surface), 6 Outdoor Courts, 2 Indoor Training Courts (Outdoor surface)
  - Granite Street – 14 Indoor Courts (Cushioned Floor), 4 Outdoor Courts
  - Northlake – 4 Indoor courts (Cushioned Floor)

## Membership Programs

Memberships	Deluxe	Basic	Non- Member
Cost	\$50/month	\$50/year	No cost
Open Play – Northlake & Granite St.	\$7	\$7	\$11
Open Play – Ballantyne	\$10	\$10	\$14
Free Open Play	10 Per Month	None	None
Court Rentals	\$20	\$25	\$25
Monthly Specials	Yes	No	No

- 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 3 Pickleball Charlotte locations and are for the Indoor and Outdoor Courts.
- Memberships allow players to save money on **Open Play** and **Court Rentals**. Additional Special Prices and Discounts are also offered throughout the year for certain memberships. Prices are subject to change.
- Monthly memberships start the day you purchase them and auto renew each month on the same day. Monthly memberships are intended to be for a 12-month period, but you can cancel, or change, your membership online at any time. Once a monthly membership type is cancelled, the same membership type cannot be repurchased for at least 6 months.
- All players (members and nonmembers) are expected to follow the normal Cancellation procedures for Events and Programs. Members simply not “Showing Up” for any Open Play Sessions, or Other Programs, without any notification, may still be charged the normal member price, even if the session is part of their number of free sessions per month. Excessive Cancellations or “No Shows” may result in loss of membership and access to Pickleball Charlotte future events, rentals and programs.
- **Premier Membership** is no longer offered, only a few members have this membership type.

## Open Play

- Open Play schedule is posted 14 days in advance to the Calendar.
- Pre- Registration for all Open Play is strongly recommended through CourtReserve. There will be a maximum number of players allowed per each open play session to allow all players to maximize their playing time.
- Typically, the maximum number of players is calculated by taking the number of courts times 6. (5.5 players for Ballantyne)
- Open Play sessions are usually scheduled in 2–3-hour blocks.
  - Ballantyne 2 – 2.5 hours
  - Granite and Northlake 3 hours
- Pre- registered players can arrive at any time during their session time, but the session ends at the scheduled time. 15-minute max to start early if ALL courts are available. 15-minute max past end time if ALL courts are available.
- 30-minute period for walk- ins to wait to join open play session if a customer on the list does not arrive within time without prior notification. Wait Listed walk- in's take priority.

## Open Play Rules

1. Sessions should start and end on time.
  - a. Please do not enter the court waiting area until your session start time. Please exit the court as soon as your session ends.
2. All players are required to bring a ball to the court each game.
  - a. Please do not borrow balls from other courts. Please help enforce the ball rule by explaining the rule to your playing partner.
3. Please follow the Paddle stack procedure.
  - a. The next 4 paddles should take the next open court, unless otherwise posted. Please do not move other players' paddles.
4. Games should be played to 11 points, win by 1 (not by 2).
5. Please do not hang bags on the fence or leave bags in walking areas.
6. Proper shoes should be worn while playing on the courts.
7. Please report any problems to the front desk.
8. Please do not lean on pickleball nets.

## CourtReserve/Front Counter

Each open play player who has been to Pickleball Charlotte before should be in one of 3 membership classes if participating.

- Each player should scan their card as they come in. This will bring up their information.
- If a player does not have an account, such as a first-time visitor, please encourage them to download the CourtReserve app to create an account at no cost.

## Rentals

- Court Rentals are possible anytime Pickleball Charlotte is open, not just during Open Play times. All court rentals must be reserved and paid for in advance. Multi-court rentals and special private events are also possible with advanced planning (upon request).
  - Recommendation is up to 6 people per court.
  - ALL Guests need to check in, they may scan in if a member and sign paper waiver if not a member.
- Paddles are available for rent:
  - 4 for \$10.00
  - 1 for \$3.50
  - **Court Rentals do not include demo paddles off the wall.**

## Courts & Equipment

- The pickleball court is the same size as a double 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 several pickleball paddles and other equipment and supplies available at our Granite St. and Ballantyne locations to try 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.

## Lessons/Clinics/Ball Machine/Courts

- There are Lessons and Clinics on Pickleball website for sign up now. Anyone interested in preset times for clinics or lessons can register through their CR app.
  - Clinics Range from \$25-45
  - Lessons Range from \$55-\$75.
    - To add a guest is \$25 up to 3 additional people (See a manager)
- Ball Machine Rental and Court Rental can be done by the customer on their app or by e-mailing in.
  - Court Rental is \$25/hour. (\$20 for Deluxe)
  - Ball Machine Rental is \$25/hour. (\$20 for Deluxe)
  - If registration is done over the phone (which we do not like doing) payment will need to be collected at that time.
- 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](mailto:Office@PickleballCharlotte.com) or fill out the Custom Request Form.

## Pro Shop

- A small Pro Shop within the lobby of Ballantyne and Granite Street with thousands of dollars of inventory.
- The counter should never be left unattended.
- To check an item out follow along:
  - CourtReserve > Point of Sale > Launch POS
  - You can scan or enter the UPC bar code.
  - Attach customer to item at checkout. If the person does not have an account this is the only time to create an account.
- Rent Offsite Demo
  - Customers may rent an offsite demo for up to 5 days, \$7 per day.
  - Please see Joy or Destiny
- A customer may use a **Demo Paddle** up to 3 times.
  - Take either an ID or keys as collateral.
  - Look up the customer's name and place a note in the note section indicating “Demo Paddle: type of paddle and date.”
  - If you see that there is a demo paddle 3 times under notes, it is time to charge \$3.50.
- 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.

## Players Cards and/or barcode

- Players should all have a barcode through their CourtReserve App in which they will scan at check in.
- In the event they do not have a barcode please encourage them to download the app.
  - Players card CID number will need to be entered under their CourtReserve account so that it may work at check in. Customers Account > Details > Member #.
- Check In Roster
  - Find Block for event or rental, click on registrants.
  - They should be automatically checked in after scanning barcode/player's card.

## Customers' Accounts

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 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: open play, clinics, 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 – were pickleball passes (we no longer sale these).
  - Payment Profiles – the card the customer has placed on the account to be charged.
- Waivers – if a customer has a 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.
- Notes – Any necessary notes can be placed here. If a customer demos a paddle, we will write demo and paddle used. They are allowed a maximum of 3 demos before we will start to charge for usage \$3.50. i.e., demo paddle: Gamma 505
- **We do not create customer accounts at the front counter – they are responsible for creating their own.**

## Cancellation Policy

- All events require a 24- hour notification to receive full account credit. If a cancellation falls within 24 hours, customers are required to e-mail the office, there is no guarantee full or partial credit may be provided.
- No refunds, only account credit.
- If a refund is approved by a director, it must go through HR (Cyndi/Bre) and a refund check will be issued for customer pick up.
- Any Credit Card refunds must be approved by Allan.

## Nets & Court

All pickleball nets at SCG and SCN can be moved and set up by one person. Pickleball nets at SCN should be stored in the hallway next to the CJV coach's office.

Granite St.: 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 role 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/SPORTS CONNECTION 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 bungie 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.)

Please forward all questions and comments from staff and customers to [Office@PickleballCharlotte.com](mailto:Office@PickleballCharlotte.com) and Allan.

## Pickleball Charlotte Policies and Procedures

### Pickleball Charlotte Policies

#### **Weather Policy**

- Inclement weather announcements should be made 2 hours prior to the start of the event when possible.
  - If the event is canceled, an email should 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 Director.

#### **Open Play and Cancellation Policy**

- Any Open Play session canceled within 24 hours must email Pickleball Charlotte. Partial account credits will be processed on a case-by-case basis.
- PBC reserves the right to increase and decrease courts based on availability.
- Player to court ratio at PBG & PBN Indoor and PBB Outdoor is 6 players per court for a 2.5-3-hour session. PBB Indoor is 5.5 players per court for a 2-2.5-hour session.
  - **Pickleball Charlotte does not offer refunds, only account credits.**
  - **If a refund is approved by Management (Allan or Mike), a refund check will be processed by HR (Cyndi/Bre) and mailed or picked up by the customer.**

#### **Court Rentals and Cancellation Policy**

- Any Court Rental canceled within 24 hours must email Pickleball Charlotte. Partial account credits will be processed on a case-by-case basis.
- PBC reserves the right to move any rental to any court.
- Individuals must be present for their court rental.
  - **Pickleball Charlotte does not offer refunds, only account credits.**
  - **If a refund is approved by Management (Allan or Mike), a refund check will be processed by HR (Cyndi/Bre) and mailed or picked up by the customer.**

#### **Clinics and Lessons Cancellation Policy**

- Lessons or Clinics canceled within 24 hours must call and email Pickleball Charlotte. Any lesson or clinic canceled within the 24-hour time period is subject to a \$25 cancellation/rescheduling fee with the remaining funds issued as a credit on the customer account.
  - **Pickleball Charlotte does not offer refunds, only account credits.**
  - **If a refund is approved by Management (Allan or Mike), a refund check will be processed by HR (Cyndi/Bre) and mailed or picked up by the customer.**
- Pickleball Charlotte will review all clinic and lesson registrations 36 hours prior to the event. PBC reserves the right to change, reschedule or cancel the clinic/lesson.
  - Any Clinic with 1 registrant has the option to change to a Private Lesson OR reschedule OR receive a credit on their account on a case-by-case basis.

#### **Round Robins and Cancellation Policy**

- Any Round Robin canceled within 24 hours must email Pickleball Charlotte. Partial account credits will be processed on a case-by-case basis.
- 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

### Walk In Policy

- Pickleball Charlotte allows walk-ins for all events based on availability.
- If a session is FULL, walk-ins must wait 30 minutes before we allow them to take the place of a No-Show individual.
- If a walk-in is already on the waitlist, they receive priority over any walk-in that is not on the waitlist.

### 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 training room court.
- Players may use either upstairs training court 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.

### Paddle Demo Policy

- Customers are able to demo any paddles as many as 3 sessions at no cost.
  - A customer can demo multiple paddles in one session and it still counts as one paddle demo.
  - When demoing a paddle, customer must leave keys or a license in exchange for the paddle.
  - When a customer demos a paddle, document the date and paddle number in the customer notes.
- After 3 free demo paddle sessions, customers should be charged \$3.50 each time they demo a paddle.
- A customer's "demo slate" clears every 6 months.
- 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.
  - If a staff member is available to support the demo session, they should join the customer.
  - A paddle demo session should last no longer than 30 minutes (approximately)
- Demo paddles are ONLY available to **individual paying customers** during a clinic, lesson, Open Play session, or other event.
  - Paddle demos are NOT available for court rentals.
  - If a rental request a paddle demo, it must be approved by a Director and the paddle rental price should be charged.
- All rented paddles should be taken from the blue and orange Babolat paddle demo bag located at the front counter at PBB and in the back office at PBG.

### Off Site Paddle Demo Policy

- See the Write-Up in the Procedure Section below.
- Should be approved by a manager.

### Block Policy

- All Blocks must be set up by Pickleball Charlotte
- To book a block, customers must commit to a set number of weeks and an average number of participants each week.
- Blocks will be reassessed after each commitment has been completed.
- Block prices are typically \$2.50 per hour at PBG and PBN and \$2.50 per 30 min at PBB but the prices are subject to change.

### Refund/credits policy

- Pickleball Charlotte does not offer refunds, only account credits.
- If a refund is approved by Management (Allan or Mike), a refund check will be processed by HR (Cyndi/Bre) and mailed or picked up by the customer.

### Scanning in Policy

- All customers are required to scan in upon arrival for any event, clinic/lesson, rental, or any other activities at Pickleball Charlotte
- If a customer does not have a scanner card, or it is their first time, they need to download the CourtReserve App so they have access to their barcode.

- This must be completed prior to customers going on the court.

### **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, we will exchange the item or issue an account credit.
  - We allow exchanges for items as long as they have not been used - exchanges must be of equal or lesser value to the original purchase.

## **Pickleball Charlotte Procedures**

### **Indoor Open Play Procedures at Ballantyne**

- All players must check in at the front counter before going onto the courts.
- Players should go onto their assigned courts after checking in and remain on those courts for the duration of their session.
- Players should not go on the court until the start of their session unless approved by a Pickleball Staff member for early entry.
- All players should take a ball onto the court of play.
- Players should stack and rotate 4 on and 4 off unless otherwise stated.
- On courts 4-7, after a game, players should exit the courts on the outside (closest to the wall or the net)
- Games should be played to 11 if there are any paddles in the stack.
- Players should not touch or move other players' paddles.
- Any player desiring a rating must sign up at the front counter.
- There are 5.5 players per court (1 court - 5 people, 2 courts - 11 people, 3 courts - 16 or 17 people, 4 courts - 22 people, 5 courts - 27 or 28 people, 6 courts - 33 people, 7 courts - 38 or 39 people)

### **Outdoor Open Play Procedures at Ballantyne**

- All players must check in at the front counter before going onto the courts.
- Any player desiring a rating must sign up at the front counter.
- Rentals go along the back 3 courts first (2, 4, & 6)
- Open Play should run along the front 3 courts first (1, 3, & 5)
- If there are 4 courts for Open Play, we should cluster them together (1, 2, 3 & 4 OR 3, 4, 5, & 6)
- Paddle Stack should be placed on a picnic table, not a bench or the fence.
- Players should stack and rotate 4 on and 4 off unless otherwise specified by a Manager.
- During Open Play, players should shift to the outside courts (2, 4, & 6) when a game is over. This only applies to the "cluster format" (1, 2, 3, & 4 or 3, 4, 5, & 6)
- Each player is required to bring their ball out to the court for each game.
- There is a speaker stored in the hallway (vestibule) for the outdoor courts. This speaker is for customers to enjoy music during their sessions.
- During Open Play, when a court is NOT in use, place a yellow traffic cone on either side of the net to deter individuals from going on the court.

- During Open Play, if a court is rented, please place a “Court Reserved” sign on the court as well as some yellow traffic cones.
- There are 6 players per court (1 court - 6 people, 2 courts - 12 people, 3 courts - 18 people, 4 courts - 24 people, 5 courts - 30 people, 6 courts - 36 people, 7 courts - 42 people)

### **Indoor Open Play Procedures at Granite**

- All players must check in at the front counter before going onto the courts.
- Players should go onto their assigned courts after checking in and remain on those courts for the duration of their session.
- Players should not go on the court until the start of their session unless approved by a Pickleball Staff member for early entry.
- All players should take a ball onto the court of play.
- Players should stack and rotate 4 on and 4 offs unless otherwise stated.
- Games should be played to 11 if there are any paddles in the stack.
- Players should not touch or move other players paddles.
- Any player desiring a rating must sign up at the front counter.
  - If an approved rater is not available, a rating will not be issued.
- There are 6 players per court (1 court - 6 people, 2 courts - 12 people, 3 courts - 18 people, 4 courts - 24 people, 5 courts - 30 people, 6 courts - 36 people, 7 courts - 42 people)

### **Outdoor Open Play Procedures at Granite**

- All players must check in at the front counter before going onto the courts.
- Any player desiring a rating must sign up at the front counter.
  - If an approved rater is not available, a rating will not be issued.
- Players should stack and rotate 4 on and 4 off unless otherwise specified by a Manager.
- Each player is required to bring their ball out to the court for each game.
- During Open Play, when a court is NOT in use, place a traffic cone on either side of the net to deter individuals from going on the court.
- During Open Play, if a court is rented, please place a “Court Reserved” sign on the court as well as traffic cones.
- 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 4 times to ensure play is running smoothly and people are playing on the correct courts.
- Players do NOT have the option of coming indoors at any facility unless approved by a Director.
- There are 6 players per court (1 court - 6 people, 2 courts - 12 people, 3 courts - 18 people, 4 courts - 24 people, 5 courts - 30 people, 6 courts - 36 people, 7 courts - 42 people)

### **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, it is OK to give them a scanner 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 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, Del/Prem Canceled, No Show, or Absent.
  - There should be a check mark at the bottom of the event box on the calendar once everyone has been accounted for
- If a customer calls/emails in to cancel within the 24-hour time frame for a Rental, Open Play Session, Clinic or Lesson, Round Robin, or any other single event you must do one of the following.
  - Non-Member - Drop with a note stating why, DO NOT SEND THE NOTIFICATION EMAIL
  - Basic Member - Drop with a note stating why, DO NOT SEND THE NOTIFICATION EMAIL



- Deluxe or Premier Member - pull up the roster, find their name, select check in and select the Del/Prem Canceled option and save.
- If a customer calls/emails in to say they cannot attend a multi-session event such as a league, boot camp, Beginner Series, etc., you should mark them as ABSENT on the roster for the day they will miss.
  - 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

### **Paddle Demo Procedure - All Facilities**

- Individual paying customers are able to demo paddles off the demo wall 3 times (days) at no charge.
- When signing out a paddle demo, you must document the use of the demo in the customer notes on CourtReserve.
  - The note should contain the paddle demo type, number and date.
- Customers should leave some sort of collateral such as keys or a license in exchange for the paddle.
- 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.
  - If a staff member is available to support the demo session, they should join the customer.
  - A paddle demo session should last no longer than 30 minutes (approximately)

### **Offsite Paddle Demo Procedure - Ballantyne Only**

- You can view our paddle demo procedures [HERE](#)
- You can view the Offsite Paddle Demo Tracking Sheet [HERE](#)
- Offsite paddle demos must be approved and processed by a director.

### **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 Excel>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 complete.