



MEMBERSHIP POLICY

SCOPE

This policy applies to all Pickles and Play (PnP) members and non-members at any PnP facility.

RESPONSIBILITY

All members and non-members are required to adhere to this policy at all-times when in one of PnP facilities. Violation of the policy can lead to membership suspension, cancellation and/or criminal charges. Any penalties are the sole discretion of Pickles and Play staff and management/ownership.

CourtReserve (CR)

- Members and Non-Members will use CR to make any private court reservation, book play for an event (eg. open play), and group clinics.
 - Note: Refer to the website if looking for private instruction. Our instructors contact information can be found there (www.pickleandplay.com)
- PnP uses CR to manage all membership information and court scheduling. All billing is conducted through the CR system.
- Each reservation must have all players listed on the reservation. You can add individuals right up to the beginning of your reservation. This will be monitored daily. The accountable person is the person making the reservation.
 - If you book a court for singles, then two people must be on the reservation
 - If you book a court for doubles, then four people must be on the reservation
 - If you book a court for the ball machine, then only one person needs to be on the reservation
- We will no longer accept guests. All players must have at a minimum a non-member membership through CR.
 - Non-member fee to play for the day is \$25. When setting up a non-member account, the non-member is required to provide a credit card for billing as the fee is required at booking.
 - If the non-member is playing with a member and using a members guest pass, the non-member will be refunded the \$25 back to their credit card. To enable this, the PnP member is to text 304-557-2255 their intention to use a guest pass unless there is a PnP staff person at the front desk.
- See separate cancellation policy.

OPERATING HOURS

- PnP is open from 8am – 9pm Mon- Fri, 8am – 6pm on Saturdays and 8am-8am on Sundays. Your access to the facility is based on your membership level.
- Platinum members have additional “after-hours” access to the facility from 5:30am – 8am and 9pm to 12am seven days a week all year including holidays.
- Non-Platinum members may play after hours as long as one platinum member is on the court reservation.
 - Note: For Platinum members, please refer to the Platinum addendum for all after-hour responsibilities

PRIVATE COURT ALLOTMENT

- Once capacity threshold is reached, PnP will enable Prime-Time hours. Members of the facility where capacity threshold is reached will be notified by PnP ownership.
- A member may go over the 120 minutes and continue to play if a court is available and not in use regardless of the time of day. PnP wants the courts utilized as much as possible as long as it does not interrupt other player reservations.
- Prime time hours are as follows:
 - Monday – Friday: 8am-1pm and 5pm-9pm
 - Saturday – Sunday: 8am-1pm

FRONT DESK PERSONNEL

- PnP will have front desk personnel Monday – Thursday from 5:30pm/6pm to 9pm except holidays. There may be additional hours during the weekend at the discretion of PnP ownership to support special events or other PnP activities.
- We encourage members and non-members to call or visit the facility during these hours with any questions you have or if you would like to purchase PnP merchandise.
- Instructors will also be at our facilities periodically throughout the week.
- PnP personnel will be checking on a regular basis to ensure pickleballs are available on each court. While we will do our best to always provide pickleballs, please bring a spare ball just in case.

ACCESS

- All members will be provided access (access code, card, key fob, phone app) that will grant them access to their “Primary” PnP facility. Members will have access to all other PnP facilities however a \$10 charge may apply for participating at another PnP facility, excluding platinum members.
 - Technology will change overtime however it is expected that members will not share their access device/code with anyone else.
- Access to the facility is through the front doors only. All other doors are to remain locked and closed at all-times.
- The last member in the facility is responsible for turning the lights off near the front door at the end of the night. When in doubt, turn out the lights!

BALL MACHINE (ERNE)

- The ball machines will be locked.
- The balls used with the ball machine are intended for the ball machine only.
- After using the ball machine, all balls must be picked up and put back into the Erne; Erne must be put back up front and plugged in.
- Members are not permitted to bring their own ball machines to the facility.

- If you need assistance using the ball machine, refer to the information pamphlet at the front desk table.

CONCESSIONS AND PROSHOP

- PnP will use the honor system for concessions. A form will be left in the front desk area. Please legibly write your First and Last name and the item(s) and quantity that you took from the concessions. We will add these charges to your account. Please do not leave cash.
- Merchandise (shirts, paddles, etc) may only be purchased when there is front desk personnel available. Please text 304-557-2255 if you need to purchase an item and a PnP staff member will reach out to you.
- Demo Paddles will be made available for use and will be located at the front desk table.

FOOD AND ALCOHOL

- Members may bring their on food to the facility provided they dispose of their trash.
- No outside alcohol is permitted in the facility.
- PnP will be offering Beer and Wine in the evenings and during special events (tournaments, socials, etc).

PERSONALLY OPERATED ACTIVITIES

- You may not organize your own informal or formal sports leagues, tournaments, or programs. We employ our own Team Members and online tools to facilitate all programs at our venues.
- Whether or not you receive compensation for it, you may not teach private or personal lessons in our centers or on our courts.
- PnP retains sole discretion to determine whether a member or guest is engaged in organizing or participating in non-Pickles and Play activities.

CHILDREN

- It is permissible to bring your children to PnP, however children should not be left unattended.
- If you are playing on a court then the child should be situated close by the court at one of the tables.

EXPECTED CONDUCT

- Never go behind the front desk unless to get a concession.
- Replace any drilling devices borrowed back to outside court 7 or by the ball machines

- Clean-up after yourselves if bring food or purchasing concessions. Our staff will clean at the end of the shift, but each member is responsible for taking care of their trash.
- If you damage the wall, please send a text to Lane or Jay letting them know. We know this may occur from time to time. By letting us know we can arrange for repairs.
- PnP will check cameras on a frequent basis daily.
- Do not attempt to access locked doors that are labeled for PnP personnel only
- There is a no smoking policy at PnP locations. This includes all tobacco and vaping products.

INJURIES

- Any injuries while staff is not present is the responsibility of the player. P&P is not liable for any incident.
- There is an AED on site and a first aid kit on top of the AED.

REFERENCE

<https://wakeforest.picklesandplay.com/policies-and-guidelines/>

I ACKNOWLEDGE I HAVE READ AND UNDERSTAND THE PROVISIONS LISTED ABOVE IN THIS ADDENDUM TO THE PLATINUM AGREEMENT. AGREED TO THIS ____ DATE OF _____, 2024.

Please Print Name of Member

Signature of Member