

FFC PICKLEBALL POLICIES

CREATING AN ACCOUNT

ALL ACCOUNTS FOR FFC FITNESS & PICKLEBALL ARE TO BE CREATED BY THE PLAYER THEMSELVES ON THE COURT RESERVE APP OR COURT RESERVE WEBPAGE, IF YOU ARE USING A COMPUTER. PLAYERS MUST CHOOSE A MEMBERSHIP TYPE, INPUT AN EMAIL, PASSWORD AND UPLOAD A CREDIT CARD. STAFF MEMBERS AT FFC WILL NOT BE CREATING ACCOUNTS FOR PLAYERS.

BOOKING EVENTS

ALL EVENTS ARE AVAILABLE TO SIGN UP FOR ON THE FFC FITNESS & PICKLEBALL COURT RESERVE CALENDAR. FFC STAFF WILL NOT BE SIGNING PLAYERS UP FOR EVENTS. YOU ARE RESPONSIBLE FOR YOUR OWN BOOKINGS.

COURT RENTALS

COURT RENTALS ARE AVAILABLE TO MEMBERS AND NON-MEMBERS ON OUR COURT RESERVE CALENDAR. ONLY COURTS DESIGNATED FOR RENTALS WILL BE AVAILABLE. THERE MAY BE TIMES IN THE DAY WHEN COURT RENTALS ARE NOT AVAILABLE DUE TO HIGH DEMAND FOR OPEN PLAY, CLINICS, OR IF ALL FIVE COURTS ARE BEING USED FOR PARTIES OR TOURNAMENTS.

CANCELLATIONS

ALL CANCELLATIONS FOR OPEN PLAY, COURT RENTALS, TOURNAMENTS, LEAGUES & SOCIALS MUST BE MADE WITHIN 24 HOURS OF THE EVENT. IF MADE UNDER 24 HOURS, AND NOT APPROVED DIRECTLY BY A STAFF MEMBER, COURT RESERVE WILL NOT ISSUE AN AUTOMATIC REFUND.

WAITLISTS

ALL FFC PICKLEBALL EVENTS WILL HAVE WAITLIST. MEMBERS ON THE WAITLIST WILL BE SELECTED IN FIRST COME, FIRST SERVE ORDER IF A PLAYER WITHDRAWS FROM THE MAIN ROSTER. IF YOU WISH TO NO LONGER PLAY, PLEASE REMOVE YOURSELF FROM THE WAITLIST. IF YOU FAIL TO REMOVE YOURSELF, YOU WILL BE CHARGED THE FULL AMOUNT FOR THE SESSION.

REFUNDS

REFUNDS WILL AUTOMATICALLY BE GENERATED BY THE COURT RESERVE SYSTEM IF A PLAYER REMOVES THEMSELVES WITHIN 24 HOURS OF THEIR SCHEDULED EVENT. REFUNDS AUTOMATICALLY ARE SENT BACK TO THE CARD THE PLAYER USED TO BOOK AND PAY FOR THEIR EVENT. THERE WILL BE NO ACCOUNT CREDITS.

