

General

Question	Response
What is the club policy for payments using paper checks?	<ul style="list-style-type: none">▪ The club is no longer accepting any paper checks and there are no exceptions.▪ Neither the Club nor CourtReserve capture or store credit card or ACH information. That is all stored - in encrypted format - at the Payment Processor (SafeSave). If you setup a "payment profile" from CourtReserve, that profile is stored at SafeSave. A "token" is stored within CourtReserve that links the member's account with the payment profile information at SafeSave.▪ If you use a credit card, you are much more likely to be "hacked" by giving your credit card to a wait person, using it at a gas station or using it at an ATM. Online credit card transactions are more secure than any of those three scenarios.
Will there be a return to Open Play at Wagner in the mornings?	<ul style="list-style-type: none">▪ The club resumed open play at the Wagner and Sage courts on June 8, 2021. Since then, half of the courts at each location have been allocated to open play and half have been allocated to reservations throughout the day excluding the period when club sponsored events (rotations, ladders, skills & drills, etc) are held. The board decided during their December meeting to maintain the current 50/50 court allocation between open play and reservations.

Question	Response
Does a reserved court become an open play court if no one shows up to claim it after 10 minutes past the hour? Who enforces that?	<ul style="list-style-type: none">▪ The court reservation policy states that if after 10 minutes, you are not on the court, the court is open for others to use. Once others occupy the court, they retain possession until the end of the reserved time. The players that occupy an empty reservation court may choose if they want to play amongst themselves or invite others to mix in (Open Play).▪ If you reserve a court and no longer need your reservation, be courteous and cancel your reservation.
Is the board contemplating some type of internal "SCF club rating" system so we can exclude people from rotations who are not worthy?	<ul style="list-style-type: none">▪ The board is considering forming a committee (VOLUNTEER!) to research and make recommendations on how a club rating system can be implemented for the benefit of the club as a whole. (Director of Player Development). If no volunteers, must not be a priority.
Is the club organizing any in-house tournaments this year?	<ul style="list-style-type: none">▪ There are no other tournaments scheduled for 2022 because no volunteers have come forward to organize and run a tournament.▪ Contact Doug Gale if you are willing to organize and run a club tournament.▪ The <u>Hen House Tournament</u> is scheduled for Feb 21, 2022. Chris Prellwitz is leading a committee that is organizing a competitive format at the Wagner courts for women self rated 3.0 and higher. Robin Fisher is leading a committee that is organizing a fun format (the Peep Show) at the Sage courts for women self rated Beginner to 2.5. Registration for the Hen House Tournament will open in CourtReserve on Feb 7 at 7pm and will require a \$15 fee that is payable by credit card or ACH (CR).

Question	Response
<p>Who is responsible for court maintenance? This should include:</p> <ul style="list-style-type: none">▪ Blow off the courts▪ Wash the courts▪ Zip tie the nets off the ground▪ Zip tie the plastic fence covers▪ Ring clamp the wind screens▪ Ring clamp the court # signs▪ Check and adjust the net heights▪ Level the court gates so they close properly▪ Check and fill the first aid kits▪ Put out squeegees and brooms on days it rains	<ul style="list-style-type: none">▪ We have volunteers performing most of these functions. Some of them are performed on a regular schedule such as court cleaning and net adjustments but others are more ad-hoc with no formal responsibility or cadence.▪ Dave Owen is responsible for creating more structure and formalizing the responsibilities for court maintenance and needs additional volunteers.▪ Sign up to VOLUNTEER.
<p>Will the club be selling pickleball t-shirts this year?</p>	<ul style="list-style-type: none">▪ One of the new director-at-large positions will organize and execute a SCF PB Club t-shirt sale.
<p>Is it possible to arrange a day where we can have several pickleball paddle reps come with their equipment for us to test out?</p>	<ul style="list-style-type: none">▪ The club has several members that are representatives for a paddle vendor and have demo models that can be tested. Their contact information will be posted on the club's website.
<p>When will the water and ice be turned back on?</p>	<ul style="list-style-type: none">▪ This is controlled by the HOA/Pulte. They have been asked several times about restoring these services. Most recently January 12th, they have declined to do so each time, citing that they are following the CDC guidelines.