

PREMIER POLICIES



Our goal is to create a fun, welcoming, and consistent experience for everyone who visits Premier Pickleball Club. These policies are designed to set clear expectations, answer common questions, and help ensure fair treatment for all members and guests.

On the Courts

No Food Or Drink

Food and beverages are not permitted in the court areas. All food and drink must stay on or behind the counters, or in the event room. Water is permitted in the court area :)

Gotta stay hydrated!

No Unattended Children

For the safety of all guests and to comply with our insurance requirements, children must be supervised by a parent or responsible adult at all times while at Premier Pickleball Club. Failure to do so may result in being asked to leave the facility with your child. Children may not be left unattended in the lobby, event rooms, walkways, outdoor areas, or any other part of the facility while a parent is playing on the courts. Our insurance coverage only extends to children who are actively participating on a court.

No Jumping Over Hedges Policy

Please no jumping over fences, barriers, gates or hedges in our facility. Doing so may result in injury or facility damage. Any damages caused must be paid for by the responsible player. Repeat of these violations may result in suspension or ban from the club.

Overstay Policy

This policy is to ensure reservations run smoothly and all players can enjoy their full court time. If another group has a reservation after yours, please finish your point and clear the court. If the court is

not reserved after your time, play may continue for up to 15 minutes. At that time you will be asked to leave. After 30 minutes past your reservation, a \$10 overstay fee (per player) will apply.

Membership

Membership Cancellation Policy

Because there are no initiation or cancellation fees, Premier memberships require a minimum 60-day commitment. After that, a member may cancel at any time with 30 days notice.

Registration

Reservation/Event Cancellation Policy

Sign-up cancellations to events, clinics or reservations within a 24 hour period will be charged in full.

Private Lesson Cancellation Policy

- Free cancellation within 10 minutes of booking
- Free cancellation if made more than 24 hours in advance
- Full cost charged if canceled less than 24 hours before the lesson

Event Minimums

Certain events require a minimum number of participants in order to run. If the minimum is not met, the event may be canceled and registered participants will be notified as soon as reasonably possible. No cancellation fees will be charged, and any registration fees paid will be refunded or credited to the participant's account.

Credits

Credit Policy

Credits are a flexible way to pay for many of the activities offered at Premier Pickleball Club.

- Credits can be used for open play, round robins, kings court, clinics and leagues
- Credits cannot be used for private lessons or pro shop purchases.
- Credits are valued at a 1:1 ratio — 25 credits = \$25.
- Credits are fully transferable. If you'd like to gift your credits to another player, simply let the front desk know and we'll take care of the transfer.

Leagues

Sub Policy for Leagues

League participants are responsible for securing their own substitutes. This helps maintain fair competition, ensures teams find an appropriate replacement, and encourages players to build connections within the league community. Players should scan the QR code on the league calendar to access the "Sub Needed" channel in GroupMe and request a sub, allowing 24–48 hours for responses. The front desk will monitor the channel and update PodPlay accordingly. (Ex: Alesha needs a sub for intermediate league. She will post a request for one in the sub channel. Alejandro responds saying he can fill her spot. The front desk will monitor the channel, see this exchange, and notate the event accordingly.) For emergency sub requests (less than 12 hour notice) players may call the front desk for assistance in securing a sub. Subs must play to the court's level. From time to time we have subs whose skills may be a little better than the league they're subbing for. When this is the case, we kindly ask that subs play down to the court's level. This is common courtesy.

Official Club Fees

Leagues

- Late Fee: A \$10 late fee will be applied if more than 10 minutes late to a league session with no prior notice. (Cannot be combined with No Show fee)
- No Show/No Sub Policy: \$20 will be charged if more than 20 minutes late to a league session with no notice and no attempt to secure a sub.
- 2 Sub Maximum: Participants are not allowed to have more than 2 subs in a 4 or 6 week league. A \$20 fee will be applied for each sub after the 2 "free" subs.

Court Overstay Fee

\$10 fee will be charged per player at 30 mins past a reservation/event end time.

Summary

This document outlines the Premier Policies for Premier Pickleball Club, covering court usage, membership, registration, credits, leagues, and official club fees. Adherence to these policies ensures a high-quality and enjoyable experience for all members and guests, reflecting the club's commitment to a refined and player-centric environment.



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