

COURT RESERVE

QUESTIONS and ANSWERS

How do I access Court Reserve?

- From your desktop/laptop, go to www.courtreserve.com.
- From your tablet or phone, choose the Court Reserve app.

How do I get the Free Court Reserve app?

- You can go to the Apple/Google App store and download.
- As a new member of the Pickleball Club, you should have received a Welcome email from Court Reserve with a link to download the app.

Can my spouse/partner and I use the same email?

- No, you must each have your own email address.

How do I sign up for an Event

(Round Robin, Training, etc.)

- From your desktop/tablet, choose Events at the top of the page.
- Click on the Event, Categories, select the Event you want to participate in and then register for the event.
- You will receive a confirmation email.

How do I cancel an Event?

(Round Robin or other?)

- It is extremely important to cancel out of an Event, as this allows another member to participate from the waitlist.
- Click on Events and scroll down to My Events, select the event you wish to withdraw from, click on “withdraw” from the specific Event that you wish to cancel out of.

Court Reserve looks different when I use my phone app.

- The app does have a different look and feel to it.

Is there a Membership List?

- Yes. The Membership List is on Court Reserve at the top of the page.

Can I see my upcoming reservations?

- Select your name from the top of the website and select “My Events.”
- You will see a list of your current and waitlisted reservations.

How do I change my personal information?

- Select your name from the top of the page.
- Select “Personal Information.”
- You will see options to change your personal information.
- Be sure to click on “Save Changes” when you are finished.



I can't see all the courts at one time.

- From Court Reserve, you can view all the courts by selecting Court Usage.

Is there a way Reservations can be automatically sent to my calendar?

- Select your name from the top of the website and select "My Events."
- You will see a calendar feed option.
- Follow instructions.

Can I see a list of other players/members signed up for a particular Round Robin or Event?

- Yes. Choose Event, Categories, select type of event.
- Then choose the specific event, i.e. Women's Purple Round Robin, or the Event that you want to see.
- Choose "Register" and this will allow you to see those who have registered. If the event is full, select "Details."

Is there an option to turn off email notifications?

- Yes, but you will not receive any Club notifications, newsletters, voting ballots or updates.
- Check the box Unsubscribe from Marketing emails, however, again this will stop you from receiving ANY emails from the Club.

Can I cancel from an Event even after the Event Registration has closed?

- Cancellation requirements depend on the Event.
- Yes, you can cancel from any Round Robin Event after registration has closed, contact the Round Robin captain.
- Cancellation for other Events will be determined depending on the event.